

AAC Meeting Minutes  
July 19, 2023

Attending: Jill Dugas Hughes (EGRN), Michele Reilly (VOOR), Phil Berardi (BETH), Jane Chirgwin (RENS), Amy Powarzynski (WSTR), Natalie Hurteau (GUIL) and Mary Klimack (NGRN)

Meeting started at 9:04 AM.

Committee Membership Updates:

The committee terms for Jill Dugas Hughes, Kathy Stemple and Michele Reilly expired in June 2023. AAC thanks them for all their hard work and dedication to this committee.

AAC welcomes new members Amy Powarzynski from WSTR and Lisa Neuman from RCSC!

Upon motion from Jill and seconded by Michele, Natalie Hurteau (GUIL) was elected as an “At Large” committee member. Motion carried without opposition. Welcome back Natalie!

Since Jill’s term expired, the committee needs a new Chair. Jill explained the meeting process and gave a basic outline on what the committee has been working on recently to help catch the new members up. Natalie expressed interest in being Chair but wants to wait to see what the workload is.

Mary Klimack will continue to send the agenda and meeting reminders.

Online Registration Process Discussion

Natalie asked what part of the online registration process we are looking to improve. Phil gave her the background of what the committee has been looking at and mentioned that we want to improve the “clunkiness” and simplify the digital registration process for patrons. Jill mentioned that the survey we sent out earlier this year showed that 14% of those surveyed only use the library digitally. Jane wondered if there was any way for UHLS to find out how many of our patrons do not have email addresses. This could show how many of the patrons missed the survey completely. Jane noted that it could also change the percentage we found with the survey.

Jill asked what the committees opinions are of the current online registration process:

- Amy said that she agrees that we need a permanent digital option but noted that this could be difficult since libraries have so many different digital options. She also thinks it's important to include the text message option for patrons who use their phones.
- Michele agrees with Amy and notes that VOOR already authenticates patrons by barcode and that the current temporary barcodes do not grant access to all of their digital options like Consumer Reports. There is staff time needed to verify the digital patrons.
- Jane noted that we are not yet at a point that we can authenticate patrons without staff time. However, the authentication process does not have to be in-person.

As part of this discussion, the committee agreed that there is value in having a digital only card. Jill wondered if there was any reason to differentiate between the individual library or just make it a UHLS digital card. Phil noted that we likely cannot differentiate between the libraries very easily and it would be easier to focus on making it a UHLS only card. It may also be too difficult or costly to set up the current template to interact with the P-Code. It would likely be an added cost from Sierra. Michele noted that with NOVEL going away, there will be less for UHLS digital only cards to access. It will really only be Libby. Jane said that we could recommend that libraries authenticate the digital cards remotely if possible so that patrons can get full access even if they are unable to get into the library.

At this point, the committee began to discuss if it should recommend to the DA that digital cards last three years (instead of the current 30 days.) Michele pointed out that this would give patrons access to Libby which may be enough for many patrons. If they want more access, they can go to their library for a full access card. Jane said that at a recent UHLS e-content meeting, they discussed patron access to Hoopla with digital cards. Jane shared an email that showed that they were able to access Hoopla with digital cards during their experiments. Jill wondered if the digital card patrons would just be considered UHLS patrons? There would be an authentication issue if not. Natalie said it may be possible to change the parameters in Hoopla so they wouldn't allow digital patrons with 7 digit card numbers access to Hoopla. This would be a solution to keep it from getting too expensive for UHLS.

Jill noted that the committee should recommend that the digital cards be extended to 3 years but we also need to figure out a way to authenticate patrons without making them come into a library. We need to figure this out before we put together a formal recommendation for the DA. For the August meeting, the committee should compose a list of questions that we can discuss and share with the UHLS staff. Jane volunteered to

create the document with questions and email it to the rest of the AAC so we can add any other questions we may have.

At the end of the meeting there was further discussion about the committee needing a new Chair. After some discussion, Natalie and Jane agreed to be Co-Chairs and Jill agreed to stay on as an "At Large" member to help Natalie and Jane with the transition.

Meeting Adjourned 10:09 AM

Next meeting Wednesday, August 9, 2023 at 9 AM

Minutes respectfully submitted by Mary Klimack