

## **AAC meeting minutes 9/12/2023, 9 AM.**

### **Present:**

Jane Chirgwin, Joe Thornton, Jill Dugas Hughes, Amy Powarzynski, Phil Berardi, Lisa Neuman, ...Pohl

Went over minutes from the last meeting, made amendments.

Discussed some of the questions from past meeting. Not able to change Sierra's priority system for requests, will drop subject.

**Virtual Library Card:** Jane shared input and views from e-content committee, stating that currently they do not support a permanent virtual card without individual libraries manually adding their own barcodes, contacting patrons. Joe noted that there is a report for online registrations on Ad Hoc. Jane says she uses the report to send emails to her patrons reminding them to get a permanent card. Lisa asked for text of email used.

Lisa signed up for a NYC card during the meeting, and immediately received her temporary card. NYC library provides a temporary online card picture and barcode right after registration, which lasts 14 days. Patrons either go to the library or do a remote address verification through email (submitting photo id, we assume). Lisa will check on follow-up of her application.

Discussion of ways to create a card picture, or add a form collecting more information to the existing application process. Phil noted that many libraries would not want to have a permanent generic card due to the burden of Hoopla costs.

Our goal is to simplify registration and avoid patron confusion. Joe feels that manual processing can't be avoided. Jane noted that some libraries are manually creating permanent online-only cards using a patron type.

For the next meeting we will focus on the issue of permanent online cards and try to close the topic, so we will put off any other topics. Jill assigned investigating NYC process further to have complete details.

Next meeting- October 11, 2023 9 AM. Minutes to be taken by Lisa