Attendance:

Deanna DiCarlo (UHLS); Diane Rigante (UHLS); Jennifer Ward (APLB); Xiaofei Li (APLP); Melissa Tacke (CAST); Amy Peker (VOOR); Tim Wiles (GUIL); Lois Papp (EGRN); Gordon Noble (BETH); Carolyn Fagan (TROL); Lisa Neuman (APLD); Kristina Ronald (GUIL); Jim Davies (APLM); Maria Buhl (GUIL); Meg Maurer (APLM); Dale LaGue (TROL); Michelle Conte (RCSC); Kimberly Graff (RVLL); Sue Hoadley (WSTR); Sarah Clark (APLM); Rebecca Lubin (APL); Jane Chirguin (RENS); Laurenne Teachout (STEP & NASS); Rebekah Jarvis-Girtler (COLN); Michele Reilly (VOOR).

Meeting Minutes:

1. **Introductions:**
    25 attendees were asked to introduce themselves and say what they hope to gain from the resurgence of ASAC. The general consensus was that everyone is happy that "ASAC is back" and they want to:
    - Get to know fellow Adult Services professionals across the system.
    - Share skills, ideas, inspiration.
    - Explore workshops that would benefit everyone.
    - Visit Sierra issues from a front lines perspective since directors have a different perspective depending upon how often they work circulation and information service points. Be another voice to UHLS leadership about Sierra issues in addition to the DA.
    - Figure things out together since we are all in this library life together.

2. **Adult Services Survey Results**

    In September, 2015, D. DiCarlo surveyed the AdultServ list about their understandings of and priorities for services to adults in their organizations. 30 people responded, and of those 30 people, the top priorities for AS are programming, technology, outreach, and variations on making our libraries more patron-centered (access, service, space). See appendix A for the full survey report.

3. **eContent Advisory Committee Updates**

    D. DiCarlo gave an overview of eCAC and the Central Library Advisory Committee's role in creating the Central Library budget, which is approved by the UHLS board. Upcoming digital content in 2016 includes:

    - Continuation of OverDrive, including an increased core collection of magazines
    - Pilot of Gale Virtual Reference Library's (GVRL) non-narrative, nonfiction, simultaneous use, HTML enhanced ebooks
    - Scholastic's BookFlix, a children's ebook platform that was selected by an ad hoc YSAC committee over the summer and will begin in January.
    - Tumblebooks, the previous YS eContent platform, will expire in July.

    Comments included:

- Desire to train on and have marketing materials for GVRL before January (K. Graff).
- Desire for Central Funds to be used to purchase NoveList (L. Papp).
- Idea to push ebook help sessions in January.
- Support for the idea of having a system-wide mobile app where patrons can check out book on their electronic devices. T. Wiles reported that there has been discussion about this at the DA with particular emphasis on the Queens Library app.
- Desire for UHLS to offer eContent train the trainer sessions at member libraries.
- Encouraging all staff to promote eContent for continued growth
- Desire for quarterly eContent statistics across locations
- Desire to learn to run Overdrive reports.
- Idea to learn if Overdrive can collect stats using agency code instead of barcode because UHLS card barcode collects a large percentage of stats. How to account for these stats will be addressed in eCAC.

4. UHLS Outreach Updates

D. DiCarlo reported that the Coordinated Outreach Advisory Committee met in October to approve funds from the NYS Adult Literacy Grant. 2015 was the third year of this grant cycle, and the theme was Workforce Development. D. DiCarlo explained how NYS picks the theme, and her predecessor decided to allocate the funds via mini-grants. UHLS had $8,073 to allocate, and supplemented it with $378.26 from the UHLS Outreach budget. Mini-grants were awarded to Albany Public Library, East Greenbush Community Library, RCS Community Library, and the William K Sandford Town Library.

D.DiCarlo announced other UHLS outreach initiatives, including translating library card registration forms, finding a developer to create a resources app, working with the Pride Center, and working with K. Graff and E. Neale (COLN) to widen UHLS participation in Making Strides Against Breast Cancer.

Comments included:

- A desire to explore a pop-up library concept: one at the YMCA and one at Crossgates Mall.
- Sharing "tricked out" book carts like Urban Librarians Unite's volunteer brigade.
- Offering free streaming TED MED talks at member libraries since they will partner with us for free.
- Have a UHLS table at various events in the Capital District. Eg, Making Strides Against Breast Cancer walk. Promote that libraries provide unbiased information about medical issues and other sensitive topics and are a credible resource.
- Have a UHLS table at Comic Cons, farmers markets, county fairs, and other community events.
- Sign up patrons for library cards at events.
- G. Noble talked about BETH's Verizon wireless connection at a town park.
- Desire for a UHLS equipment loan of a Wi-Fi hotspot

- Desire for shared pathfinders about hot button topics. M. Buhl has a GUIL template she can share, but also stated how difficult they can be to keep updated and often need refreshing every 6 months.
- Desire for a community resource database with information on autism, immigrant resources, etc. in a shared drive, Drop Box, or the UHLS intranet.
- Desire to share vender resources: e.g. where is the best place to get table banners, etc.

5. Upcoming UHLS CEs

D. DiCarlo announced that she is working with CDLC on a series of technology CEs taught by Polly Farrington, and asked the group what kinds of technology training they would like to see.

Comments included:

- Curiosity about what P. Farrington considers "emerging technology."
- Request for a list of P. Farrington workshop topics to choose from

Other CEs:

- CDLC: P. Farrington will be presenting a full-day Google Essentials workshop on 2/25/2015.
- UHLS: "Marketing Your Library" CE presented by Doug Bixler of SCPL on 3/24/2016 from 9am-11am.
- UHLS: Public speaking CE piloted by Mary Fellows, UHLS Manager, Youth & Family Services

6. Sierra Discussion

At the public services Sierra user forum on 10/29, G. Noble suggested that D. DiCarlo add Sierra feedback to the ASAC agenda. Tim B. directed D. DiCarlo to send the feedback from the ASAC meeting to the support email.

D. DiCarlo asked ASAC to be candid. All were in agreement that front line customer service is very negatively impacted across locations, and front line staff would like more communication from UHLS about what actions are being taken, progress toward addressing various concerns, etc. All were in agreement that the challenges with Sierra have affected staff "profoundly."

T. Wiles (GUIL) stated that what is discussed at directors regarding Sierra does not always cover the customer service impacts that our front lines experience day-to-day. He suggested that ASAC be a voice directed at the DA and UHLS leadership on these issues.

Specific feedback:

- Slowness overall (several exclamation points)
- Slowness is "awkward," "embarrassing," "almost crippling," makes the staff "look unprofessional," and puts staff in a position to "blame the system" and "speak negatively about the system" to patrons.
- Change the order of these:

- Fix the ability to override non-requestable items in Sierra
- There is an issue when requesting multiple copies of an item (not UHLS book discussion collections, but in general). There's a message that the patron already has the item requested, and in some cases, a message that the item borrower type can't request the second copy
- Remove "page for title" / "do not page for title"
- Get rid of "cancel hold" option when doing the page list
- All the "workarounds" are hard for less savvy staff
- If iii considers 7 seconds acceptable lag time, they do not take into account that it is 7 seconds every query and it adds up.
- Sierra does not stay with the same search--have to make the same search over and over
- Telecirc problems:
    o The automated phone messages say "your items" (plural) by default, and it is confusing for patrons who think they have more than one item waiting. Make it singular by default, or change the language.
    o Pickup messages send patrons to wrong location
    o Phone overdue message is rude and poor customer service
    o Phone messages have curt tone
    o Phone messages occur at odd hours and anger patrons
- Sierra/OverDrive integration is confusing
- Encore asks if user really wants to log out and patrons miss this step at public computers and remain logged in
- Encore is better for searching. Having to use two computers to do one thing. Having customers waiting for service.
- Search tip to search your library only. Use c: and your library location ID number.

D. DiCarlo will submit the above verbatim to the support email and copy T. Burke. Sierra will be on the agenda at the January meeting. D. DiCarlo will also advocate for a more regular Public Services user forum at UHLS.

7. **Next Meeting: January 21, 2016, 9am -11am.**

   D. DiCarlo also suggested the following ASAC 2016 meetings:

- March 17

- May 19

- July 21

- September 15

- November 17

T. Wiles suggested ASAC meet every month in 2016. D. DiCarlo will add that motion to the January agenda.

Meeting adjourned at 11:10am.

See Appendix A: 2015 UHLS Adult Services Survey Results (separate PDF).