Reference User’s Group Meeting
Tuesday, March 26th
Cornwall Library

Attendance: Catina Strauss (Monroe); Jeannie Stiller (Newburgh); Brian Jennings (Nyack); Harriet Wollenberg (New City); Anne Sullivan (HKDPL); Grace Riario (RCLS); Charlotte A. Duniaef (Cornwall); Karen Ostertag (New City); John Dempsey (Finkelstein); Ginny O’Neill (Tuxedo); Mary Flannery-Climes (Middletown); Julie Marallo (Nanuet); Christy Blanchette (Valley Cottage)

Meeting was called to order at 10:10am.

There was a call for a motion to approve the minutes from the last meeting. Catina gave the first motion to accept; Harriet gave the second motion to accept.

Jerry Kuntz was not in attendance due to a conflict. He was in attendance at the ANSER meeting. Jerry prepared notes and asked Grace Riario to present his report.

Jerry recently attended a Symphony User’s Group conference. His report from the conference is as follows:

-- Symphony 3.4.1 Service Pack 3 due to be released in late April 2013. It will include:

- Item Categories 3, 4, and 5 (if we choose to use them)
- PIN recovery mechanism in conjunction with new release of Enterprise
- Ability to delete items with bills
- Patron photo capture within user record
- MARC update script for RDA tags (RCLS has already loaded this)

-- Symphony is being rewritten piecemeal using HTML5. First module will be Cataloging, due to be released Q4.

-- MobileCirc written in HTML5 for use on tablets, smartphones will replace PocketCirc. RCLS should get a full credit for the PocketCirc we got last year.

-- eResource Central will be released late summer. However, it likely will not yet include capability for to request unavailable Overdrive titles. They are working on that, but probaly RCLS would not look at eResource Central until 2014.

-- SD is stopping development of "classic" PAC products, HIP for Horizon and eLibrary for Symphony. They will be offering a new, stripped down version of Enterprise called BlueCloud Pac. Bluecloud PAC will not have splash page with content boxes; limited branding; no non-MARC content links (like Syndetics ICE or Novelist).

-- We can upgrade the base software of WebReporter, Microstrategy, from version 8 to 9 and solve several browser compatibility issues. We have already requested this.
New reporting product, BlueCloud Analytics, should come out in Q3. It will look like current WebReporter, but all the base data fields are being redefined, so all current custom reports will have to be redeveloped.

New Enterprise version will have multiple "rivers" of book jacket covers, not just one. So it will look more like the new Overdrive interface in that respect.

Other updates that Jerry’s report commented on were:

- Susan M. Scott has been hired to fill Rosemarie’s position. She will start on April 8th. She is currently the Technology Librarian at Marlboro Free Library. Prior to that, she was a small library director, academic acquisitions clerk, and worked for 20 years in software support at IBM. She has an MLS and a BS in Computer Science.
- 18 member libraries are now using a LibGuides site as their database access list.
- We have a custom report that can now delete inactive users with fines below specified thresholds. The patron purge done last summer only deleted inactive user records without any fines.
- ANSER Committee may approve today the daily running of Hold Cancelled email notices to patrons with email addresses. This would be for holds Cancelled by the patron or by staff--it would not be for Expired holds never picked up.

Grace presented the report of the Public Services Coordinator which included the following:

- Grace has been collaborating with Katie Karkheck at the Valley Cottage Library to create an ebook Libguide which libraries can use to guide patrons to step-by-step instructions for using Overdrive on their devices. There are specific instructions for Nook, Kindle, iPad and Android devices.
- RCLS is offering a coordinated discounted registration to BookExpo. There is a Libguide on the RCLS webpage which librarians can use to register with RCLS to receive the discount. This libguide can be found at [www.rcls.org](http://www.rcls.org) ->About RCLS ->Adult Services ->Book Expo Discounted Registration. Registration deadline is April 1st.
- RCLS has licensed Lynda.com software access for its users. Library staff can check out a license for a period of one, two, or four weeks. Each individual who uses should apply for their own license rather than use a ‘library’ license. If an individual takes the license and completes an entire course, then Grace can print a CE certificate for those librarians who need it. Grace is still awaiting confirmation from the state Education department to be sure these credits are valid for librarians who need to earn credits to maintain their degree. You can request a license from the by visiting [www.rcls.org](http://www.rcls.org) ->About RCLS ->Continuing Education ->Lynda.com. You will find a license registration form which includes available dates for borrowing the license. RCLS has 8 licenses in total.
- Grace reminded patrons about the continued access to the JobNow database provided by RCLS. The JobNow database offers live chat as well as review of an individual’s resume by professionals. Grace asked libraries how they are using it in their library. Newburgh offers Job training workshops and they utilize it there. Tuxedo has a job training workshop coming up on April 2 and they will use the database at this workshop. Other libraries indicate that they routinely refer patrons to the resource. Grace provided flyers for the resource.
- Grace also brought materials in both English and Spanish to alert job seekers to potential fraud.
Grace mentioned the literacy grant obtained by RCLS which will offer career counselors at libraries.

Grace has developed a poster and bookmarks advertising the Boopsie Mobile RCLS app. The posters will be available for download on the RCLS website and individual libraries can edit them to include their own branding.

**Libguides**

Libguide training was offered recently at the New City Library. Veronica Reynolds was the trainer. This was a beginner course.

RCLS will be working on doing more Libguide collaboration.

Brian asked for librarians to come up with some collaborative projects for librarians to work on. A libguide for Homeschooling families was suggested.

If you need a libguide account password you can request one from Grace.

**Damaged Items**

Charlotte was asking libraries to comment on how they were handling damaged items. Cornwall’s practice for many years was to set an item that was damaged and not able to be circulated again to Lost. However, this retains the item record in the system. The Damaged process is a little less direct in that it asks the end user to create a bill. It was suggested that CTUG might be a better venue for soliciting advice.

**BLU-RAY/DVD Combo Packs**

Harriet brought up the problem where there are some occasions where a dvd title is only sold as a combo pack. The new release “Hitchcock” is a recent example of this. There is no defined convention on how the |z should be indicated for blu-rays vs. dvds. Christy had noticed the same issue and had contacted Jerry back in early March. Christy read to the group Jerry’s response in the email on how to handle the issue. Jerry indicated that the following conventions should be used for libraries who choose to package each disc separately |zblu-ray only |zdvd only. Jerry’s email indicated that it would be included in the Anser manual.

John Dempsey at the Finkelstein library discussed how the Finkelstein library was looking at ways in which they can collaborate deeper with the other RCLS libraries following their leaving ANSER a few years back. Finkelstein is making an effort to have two Symphony workstations in the library so that they can better serve their large user base. Finkelstein also has a librarian who is a world languages expert who is developing their extensive collection.

Mary talked about how the Middletown library recently had their website go through a user focus group. Cengage sponsored the focus group and users were videotaped trying to accomplish pre-
defined tasked on Middletown’s website. Subsequent to this discussion, the group looked at the websites of a number of libraries including Cornwall, Newburgh and New City.

Brian would like to see the “What’s New at your Library?” segment be more formalized in some fashion.

Catina discussed how the Monroe Library will be doing a customer service workshop for their staff.

Various libraries chimed in with reports on internal issues such as theft, patron smell and mental health issues.

Meeting was adjourned at 12:17pm

Respectfully submitted,

Christy Blanchette