



Wednesday, October 30, 2024, 10:00am - 12:00pm

Zoom (<https://thomas-edu.zoom.us/j/86562554481>)

Documents for the meeting housed on [Google Drive](#).

- Call to order – meeting began at 10:01AM

Welcome to all, we are meeting via Zoom.

Minutes just added to Google Drive Folder. After some permission issues, document was visible to all. Review and acceptance of the Spring Users Council meeting minutes in rough form from 5/1/2024

Attendance document separate from minutes, in Drive folder.

- **Maine State Library update on van delivery service**

Beth Crist: Van delivery is up and running, we are now on week 9. MSL is meeting with Stat leadership twice a week. Some routes are running well, a few are having ups and downs. Drivers are running into issues with volume, some libraries at end of pick-up schedule can't fit all their totes inside drivers' vehicles. Some routes have had multiple driver turnovers. Roll out has been bumpier than expected. A meeting with MCL van subcommittee with Stat leadership is scheduled in December. MSL welcomes feedback. Seeing fewer feedback with issues, but a big need for more totes. Thanks to James, invoices for Stat Aug 26th to June 30 2025 were sent out to all libraries for 44 weeks of service. For invoice updates email James and Jenna at MSL.

Lori Fisher: She was out for medical leave and wants to express appreciation to Beth who did most of the work in the past weeks. There have been many more issues than expected and that she is not happy about it. Still meeting with Stat 2x week, at roll-out they met every day with Stat. Beth and Marjike went to the sorting facility, Lori saw it via Teams. Facility is well-organized, but there is no place to store totes or hold on to items. Lori did van delivery in NH, so she knows of what she speaks. She continues to hammer away at issues, making progress. Communication issues especially between Stat and individual libraries has been problematic. Lori invites all to give feedback, etc. for the meeting in Dec. She is also pushing Stat for an all-participants zoom meeting next year. It is early in the process because implementation has taken so long. MSL is planning a survey at the 6-month mark of service. Have ordered 250 totes, 200 to be picked up by Stat, 50 kept in reserve. Some libraries are still using old labels. MSL does not want Stat to open pouches, so MSL tracing mislabeled pouches back to libraries using old labels. Seriously. There is a possibility that MSL will put out a new RFP before June 2026, when Stat contract ends.

At this point and in the chat and live in zoom there was a litany of complaints and scenarios that are causing issues for libraries including uneven deliveries, late or early deliveries, no room in vehicle, cigarette smoke aroma on items and pouches, missed deliveries, etc. There was a question about credits for missed deliveries, but due to the burden of bookkeeping this is no longer being done. Lori asked for specifics in these various scenarios so that she can bring them up with Stat

Josh Tiffany raised concerns about May and open enrollment/de-enrollment – what happens to cost per library if libraries pull out of the system? Lori is hoping to ask the state for money to supplement the service, but

libraries should budget using their current amount. No more specifics at this point. Josh asked for van committee to provide costs of service well before the end of some libraries' fiscal years, ending on June 20.

- **Reports**

- **Maine InfoNet Representative Report**

After months of work and deliberation, a patron privacy policy was approved for Maine Infonet and its partner libraries. Here is a link to the policy <https://www.maineinfonet.org/about/maine-infonet-policies/patron-privacy-policy/>

With the resumption of van delivery, a potential change to MaineCat's ILL policy is being discussed. The ALA policy for lost ILL items is that responsibility for replacement costs lies with the borrowing library. Right now, MaineCat policy is that the last library to touch an item is responsible for replacement costs. The consensus of the Infonet Board is that even if MaineCat policy changes, Minerva could still set its own policy for intra-Minerva ILL.

- **Maine InfoNet Report** – James Jackson Sanborn

MIN acting as fiscal agent for Van Delivery. New databases and new digital library authentication is having issues with geolocation of non-Ebsco resources – system may not recognize that user is in the state. It is possible to create a “local” account for those who are near borders, traveling, or in a Tim Horton's to circumvent the issue. UM system libraries are up and running with MaineCat requests. However reciprocal borrowing is not working yet, but should be functional soon. CBB also does not have reciprocal borrowing. Working on migration of MSL, Maine Law, Portland Public and Bangor - they will go live in March on Polaris – this is the Dirigo group. Once they are live, they like UM system, will be unavailable in MaineCat for about 1 ½ months. When they come back reciprocal borrowing will functional. MIN Download library leaning more heavily on audiobooks (Cloud Library confirms that this is a trend nationwide) From CL app you can go directly to ComicsPlus (formerly known as LibraryPass). Conversations are happening about other digital download services such as Libby, Hoopla, etc.

- **Minerva Technical Report** – Lynn Uhlman

We are currently in Q4, there was an uptick in tickets occurred in Q3. Requesting volume is creeping up to former levels. MIN staff are working with the Minerva Circulation and Cataloging committees on various initiatives and projects, like the cataloging permissions and levels, bookmobiles, and functionality in the system. Currently 5982 items are in transit

We are also working with Innovative staff to work out how to implement [LXStarter](#) for the system to help with the email notice delivery problems. LXStarter is currently in beta with another consortium to work out any major bugs. Troubleshooting solution page – look at it, lots of answers to your problems are there! Josh Tiffany questioned the items in transit number. He used “create lists” function and got a much higher number, Lynn use “manage holds” function, which includes more nuance.

- **Minerva Financial Report**

\$85,000 was budgeted for van delivery for all libraries for one day/week, but real cost \$137,000. The financial sustainability committee will investigate possible solutions for this increased expense.

- **Committee Reports**

- **Cataloging Standards Committee** – Ann Spinney
Completed first review after 6 months of Cataloging Specialist position and it was submitted to Executive Committee. Mini-meetings are being held via Zoom to talk about particular cataloging issues, Carrie is visiting new Minerva sites and updating the cataloging website. Policies and standards have been updated on the site to reflect current practice and this web page has been cleaned up.
www.maineinfonet.org/minerva/support/cataloging-serials/cataloging-rules-and-instruction
Rolled out a proposed catalog permissions policy. The committee is very concerned about the catalog. Catalog is the backbone of all the services we provide. Libraries now putting non-catalogers into cataloging roles. The catalog must maintain access points. Thank you to all who participated in the cataloging survey. In other news, material type for audio-enabled books has been added. Working on an OER material type. Report late due to not enough members on Cataloging Committee – they will be reaching out to find new members.
- **Circulation Standards Report** – James Rathbun
Circulation Roundtable meetings have been taking place quarterly via Zoom and have been generally very well attended. Lynn Uhlman and the InfoNet staff have continued to take time out of their very busy schedules managing the system to provide in-depth discussion of topics of interest to the group. At the next Executive Board meeting we'll be presenting an updated version of the Minimum Requirements for New Patron Records policy, as was agreed upon at our last Roundtable meeting. This changes the timeframe for patron deletion from 5 years to 3 years, so that it is in line with the time frame used for reporting statistics to the state each year. This will reduce confusion regarding when or if these records should be deleted and should help ensure statistics are being kept accurately. The Minerva Shared Borrowing Group was at 32 members for our Spring meeting but has now risen to 36 after libraries joined during the ILL delivery pause. As before, I haven't heard any major complaints with this system and would encourage anyone who hasn't joined to sign up here: <https://www.maineinfonet.org/minerva/support/circulation/minerva-shared-borrowing/> A list of participants is maintained online and updates automatically when new members join. Both links can be found under the Minerva Circulation section of the Maine InfoNet website.
- **Communications and Marketing** – David Smith. No report at this point.
- **Financial Sustainability Committee** – Shelley Davis
Documents in Google drive. Met 9/24 to start wrangling with delivery impact to budget and possible migration to ILS. FY 2026 Minerva dues will be \$4900. For 2025 the Exec Board is paying for one delivery day per week for every library, but this is not sustainable. We would like the Reserve Money to be close to \$200K, in case there is a move to a new ILS in another year or so, or if for some reason there is no money coming into Minerva. In the current MOP van libraries need to have at least 2 days of delivery, with one day paid for by Exec Board. This may be changed. If delivery support dropped, the Board could reduce dues, or maybe pay portion of cost, giving libraries many pieces to consider.
- **Membership Committee** – Jen Alvino Wood (No longer on this committee, but no new leader yet)
Over last year we have added three new members who are now all live. Currently one library is hoping to join in the next year. Committee will be looking to open up applications for new libraries in the Spring. Members include Steve Norman and James Jackson Sanborn.
- **ILS Exploratory Committee** – Jen Alvino Wood – looking to reconvene this committee and see what can be gleaned from the surveys of last Spring and perhaps be implemented in Sierra. Knowing that delivery service costs are going up makes it difficult to think of migrating to a new

ILS, which would be a large expense. JJS – regarding the Sierra system – Clarivate pays lip service to wanting to maintain and upgrade Sierra. They see it as the platform for multi-type mid-size libraries. They are in the process of sunsetting the Encore search interface. JJS trying to get them to give us the Vega interface/discovery layer, the one that is going to be used by Dirigo. Back end would look the same, but the current WebPac/OPAC is very retro. Jen – Thanks James, committee has talked about demo-ing Vega. There are still options within our current ILS to add some features, though.

David Smith: At the next Users Council we want to offer training that would matter to all, make getting together in person worthwhile. Any ideas for trainings? Shelly – lightning round presentations of something going on at your library, library showcase? Ann Spinney – create lists workshops (cat committee helps people a lot with this task) David - If we did this, have libraries ask questions in advance. Lynn pointed out that there are many specifics that are special for each library and that the Maine InfoNet Support Portal includes list help plus 25 examples for commonly needed lists. David mentioned highlighting quirks/features in OPAC and Sierra that many users don't know about. Any other thoughts? Get in touch with David with thoughts or ideas for Spring 2025.

Any questions on anything? None voiced.

Next Executive Board Meeting is November 20th. Van delivery and finances will surely be discussed.

Motion to adjourn at 11:44 am

Mission Statement:

Minerva provides the structure, systems, and support for member libraries to enhance services to library patrons through collaboration.

Executive Board Representatives, 2024-2025:

Public Libraries

Carol Lord (Secretary), Curtis Memorial Library (2022-2025)
Alana MacArthur, Lithgow Public Library (2023-2026)

Jenna Mayotte, Falmouth Memorial Library (2024-2027)
James Rathbun, Baxter Memorial Library (2022-2025)
Chip Schrader (Vice Chair), Sacrborough Public Library
(2024-2027)

School Libraries

Jennifer Lewis, August Schools (2023-2026)

Academic Libraries

Shelly Davis (Treasurer), Husson University (2023-2026)
Judy Moreno, Central Maine Community College (2024-2027)
David Smith (Chair), Thomas College (2022-2025)

Ex-officio:

Steve Norman, Maine InfoNet Board Representative, Belfast
Free Library
James Jackson Sanborn, Executive Director, Maine InfoNet