

ALL-WALS Agenda With Notes

Ripon Public Library

May 24th, 2022

Agenda:

9:00-9:15: Welcome and logistics

9:15-11:30 –ALL-WALS

1. Review, Remind, Refresh!

a. Holds

- i. Book club holds
- ii. Clean Holds--Confuse patrons and staff because they can't find items on shelf that say available.
- iii. New holds setting to fill holds with Lucky Day (or other onshelf) copies

b. Notices –change wording on Bill Notices?

- i. The following Library materials are long overdue and your account has been billed. Unpaid bills may be referred to a COLLECTION AGENCY. If referred, you will be charged an additional non-refundable fee of \$10-\$15.If you have these items, please return them within the next 15 days to avoid being sent to the COLLECTION AGENCY.

c. Patron Name styles –Is there a valid reason for changing how we enter last names?

- i. Ex, "AL-SAIDA" vs "ALSAIDA"

d. Creative Studio Kits – Crystal is checking them out to your library so that you get email reminders about them being due/overdue.

e. Digital Magazines – Becoming more popular with publishers. Sending e-content instead of paper. How to get patrons access?

- i. Circulating thumb drive with digital magazines is not good idea.
 1. Virus/security issues
 2. All issues out at once

- ii. Put on website and provide links? Not sure if viable or sustainable.

f. Item Maintenance – Items that have been marked MISSING, DAMAGED, LOST, etc over 18 months get removed. Sometimes these items are later discovered (frequently happens when libraries re-arrange collections) and then appear as "Item not found in catalog" errors. This is your opportunity to evaluate the item—it hasn't been touched, requested, looked for in *at least* 19 months—do you really want to keep it and add it back into the catalog?

g. Hotspots??

- i. Best practices for circulating
- ii. Loan periods?
- iii. Maintenance?

2. Enterprise/Symphony Update

a. Catalog Search Limits—Are live! Start showing your staff/patrons how to use them.

b. Working on new online pay system – Swapping from Envisionware to ProPay (which is what the cardswipe-at-desk uses). Should reduce the merchant account fees.

c. Symphony update – Late Summer/Fall 2022

- i. PINs case sensitive
- ii. Should eliminate "response truncated" errors
- iii. Lockouts

d. LoT – many presentations of libraries/systems marketing "Library of Things."

- i. New Item Cat of “THING”? so that Games can be Games, Other can be oddities, Kits can be Kits.
- ii. Should “Kit-Special AV” description just be “Kit?”

3. Privacy – What do you think of when I say “let’s talk about patron privacy?”

Here’s what ALA says:

“All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people’s privacy, safeguarding all library use data, including personally identifiable information.” --

<https://www.ala.org/advocacy/intfreedom/librarybill>

Core Values-- <https://www.ala.org/advocacy/privacy/values>

- a. Why? Why should we care?
 - i. Boston PL hacked. Indianhead Wi hacked. Not just ransomware, but data accessed.
 - ii. People are becoming more aware of identity theft and are getting more cautious.
 - iii. Censorship –movements to restrict access to “wrong” books; restrict access for minors.
 - iv. Politics – both sides looking for “dirt” on local candidates
 - v. As software moves web-based and becomes more mobile, more opportunities for others to see patron info.
 - vi. Want to be able to assure patrons their info is safe with us.
- b. What? Do an inventory:
 - i. What do we collect?
 - ii. Where is it stored?
 - iii. How long is it stored/how is it destroyed?
 - iv. Who has access?
- c. How?
 - i. Used Google form to collect inventory info from libraries
 - ii. ALA Checklists:
 - iii. Incremental, iterative process
 - 1. Start with ILS checklist
<https://www.ala.org/advocacy/privacy/checklists/library-management-systems>
 - 2. Identify problem areas
 - 3. Review and discuss which areas to improve & how
- d. Potential areas of improvement already identified:
 - i. Encrypt PINs/passwords, lockouts, expire PIN.
 - ii. Write up top-level privacy policy for Winnefox
 - iii. Educate staff more about privacy/confidentiality
 - iv. Remove gender from online registration form
 - v. Remove PII from reports not requiring it. Ex replace name with barcode, remove address/phone if not needed.
 - vi. Set Symphony to privatize/purge transaction histories older than ???
 - vii. Remove title info from notices?
 - viii. Reduce amount of PII emailed between staff
 - ix. Restrict user record access to only staff who need it

<https://extranet.winnefox.org/sites/extranet.winnefox.org/files/legalresources/Library%20Confidentiality%20FAQ%202016.pdf>

<https://extranet.winnefox.org/content/general-principles-participation-winnefox-library-system>