ILS–2022 Service Considerations

1st group:

- **Can credit or debit payments at library and have that immediately update the patron's account for less than $10...fewer people carry cash. (BAR)**
- **Can you make payments through Mobile App? (ORE) - we don't think so (PCI compliance rules)**
- **Explore point of sale options at staff workstation (ORE)**
- **DEE - Has there been any more talk of integrating your overdrive checkout list in Bibliovation (see what you have checked out or on hold in Overdrive). This is still in talks for the API. MCM has been working with Marathon County and Bridges can do this, we want to offer the same service.**
- **HJO - testing Solus mobile app and it's cool, round of testing, report problems, another round of testing, it's a cycle and we're getting closer. New features in 7.0 BV will really like, but we still need to do more testing.**
- **Sorter investigation has been interesting.**
- **CW - improvements made to APIs, which will help when looking at Overdrive.**

2nd group:

- **MCF - How realistic are new project with a few libraries coming aboard, new app, and update to Bibliovation. Some of the change LL had to make was an upgrade in API interfacing which MAY make it easier to incorporate Overdrive into BV (holds/checkout for Overdrive). APIs require scripting/java scripting. She contacted Bridges if they saw an increase in usage and they said no. It did increase patron satisfaction. Wants App first, then BV, then new stuff. Want to be able to email/text receipts. You can email checkout receipts. HJO will send an email. CW and HJO exploring enhancing message options, just a matter of updating the server and at the same time we will ask for estimate of increased cost for these services.**

- **STP - last year with BV reporting tool, wasn't assigning renewals to the right place. Do you feel confident that libraries are getting true checkout numbers? HJO - Yes, LL staff created a script to get renewal statistics. Fix in 7.0 that we mandate what location is assigned to renewal statistics. MCF - went through this with JH and CW to doublecheck a lot of stuff. Anything out there should be very minor. H. Cox reviewed their checkout by PSTAT reports to find this problem.**
- **BRD - potential of getting some type of second language into catalog. Have a fairly large spanish speaking population.**
- **STP asked what changes are coming in BV because we had extra time left. HJO and CW got a demonstration of major changes. Circulation Rules and Policies. Patron group functionality - families can link their records, staff can look to see how many checkouts each patrons has, etc. Does not include ability to pay the fines for entire group, but links to do this. Step towards a wish list request that we've had for a few years. Solus app also has linked accounts.**
- **MCF - asked for demo of digital signs from Solus.**

3rd group:

- **STO - Mobile App, asked for brief summary. AG and other staff have been testing. AG reported to Solus, today we are scheduled to get another round of fixes so we will be doing more testing.**
- **SUN - starting collection audits. Staff would like to see being able to integrate ILS data into that as they are looking at collection gaps. How can current ILS support collection audits (looking at it from lens of equity and inclusion, which authors are underrepresented, taking a look at what they actually have). We would need a set of parameters of what you're trying to achieve and JH and CW could look at data and see if Jody can incorporate into a report/dashboard.**
- **HJO - digital library card on phone, security measures that MNS and HJO gave to a few vendors several years ago. You had to login before your library number is entered. It took a few years, but we were finally able to find a platform to give us our needs. This is currently in testing.**

- **MAD - libraries getting selfchecks more, see if it would be useful to have Envisionware Enterprise software for entire system. She did mention to VTL and Tech group, but it's also an ILS issue.**
- **MTN - in Libby? you can set search preferences. Will there be any possibilities to limit searching parameters in the app and be attached to patron accounts. Search available copies, search at a certain location. Also helpful for parents to set preference to search for youth materials. Solus does have the ability to have linked accounts. BV 7.0 there are patron groups (can see in current sandbox, Howard Stark patron record is an example). We still need to do some testing. In linked accounts, you are able to view checkouts, holds and fines and place holds on those linked accounts.**
- **HJO mentioned API work recently worked on by LL.**

4th group:

- **FCH - excited about Mobile App. HJO shared the update. Linked accounts. View their checkouts/holds/charges. Story library card as digital library card but requires PIN for extra security. BV 7.0 sandbox, new functionality patron group.**
- **FCH - focus on reopening and getting through pandemic, so not focused on new services at the moment.**
- **FCH - library board talking about how patrons love curbside, look into getting holds pickup locker. Might be expensive, but will look into it. REE exploring a low tech option because it would be cheaper. Low tech problematic in that it wouldn't interface with ILS. Staff would need to go out and change locker combos everytime patrons pickup materials. Rural libraries outside of state looking at Redbox options, but still very expensive.**
- **MAD- patrons love curbside, is there any easy way to maintain this in the long run. Staff can't wait for it to go away because it's very labor intensive. Seems more feasible in more rural locations. They don't want this for SEQ. Would there be a way to separate this out on picklist? HJO - most likely a global setting, how can we help libraries indicate if they offer that option.**

- **RIO offered p/u before their holds and allow patrons to call from parking lot. But they have a smaller population. Mobile App - linking a family, are there any Chapter 43 implications. HJO - Yes there is but we aren't sure how we would prevent from linking to their child's record. This would need to be looked at closer. Hard enough time getting tweens/teens to checkout materials about certain subjects that they don't want their parents to see.**