Minutes
PAS Technical Group
March 18, 2021
9:30 – 11:30 am

1. Approve minutes from December 10, 2020

Motion to approve the minutes by L. McClain (Glencoe), seconded by N. Weber (Crystal Lake).

Minutes were approved as written.

2. CCS Updates

a. Vega Development Partner Overview (Debra Wischmeyer, CCS)

i. Debra provided an overview of the forthcoming development partnership with Vega, a platform that includes a catalog interface, patron engagement tools, analytics, as well as program and event software. (Vega is currently in general availability for Innovative Sierra standalone partners, and it is in development for Polaris.) Vega Discover is the catalog component Vega. As a development partner, CCS will participate in advisory discussions and usability testing, and share feedback with Innovative. Ultimately, if our needs are met, Vega Discover will replace the PowerPAC at the end of the development timeline.

ii. Debra played an introductory video demonstrating the general functionality of Vega Discover; such as "roll ups," which combine item formats and editions in a single efficient search, the "smart place hold" button to place holds, as well as the option to check out materials within Vega Discover.

iii. The tentative project timeline has three phases: 1) January 2021 - June 2021, project kickoff and planning, 2) July 2021 - October 2021, early access and a "soft" launch, 3) November 2021 - March 2022, general availability of the software for consortium partners and "Go Live," pending

Governing Board approval. CCS will send out a call for libraries willing to serve as beta-testers/early-adopters in April or May.

iv. Debra shared the following links for additional information on Vega Discover:

- Ferguson Library Discover Catalog: https://ferg.na.iiivega.com/

- Innovative Webinar: Vega Vision and Beyond:

  https://vimeopro.com/innovativeiii/webinars/video/489570637

b. CCS Website Redesign (Kathleen Weiss, CCS)

i. The vendor responsible for redesigning the CCS website, Planeteria, has provided a survey which has been shared with CCS members. The goal of the survey is to determine how specifically the existing CCS websites are being utilized. The survey responses will help ensure that the new website is organized in a way that best serves the needs of the consortium. We can anticipate a new CCS website in mid-July 2021. The survey can be accessed here:

https://www.surveymonkey.com/r/librarystaffccs

c. Email Notices Redesign Project (Kathleen Weiss, CCS)

i. Due to the pandemic, notices have become more important than ever as a means of communicating with library patrons. This has prompted an effort to make notices as useful as possible. Currently, email notifications are far more popular with patrons; 432,797 have selected email as their communication method, while 206,739 have selected phone, 11,340 have selected text messaging, and 6,192 selected U.S. mail. For this reason, the current focus is on improving email notifications, which include: almost overdue/auto-renew reminders, hold notifications, 1st, 2nd and 3rd Overdue notifications, 2nd Hold notifications, Bill notices, Expiration Reminder notices, Cancelations and Fines. The User Experience Advisory Group has already completed comparative analysis of the top ten email notification types. The next step for the User

Experience Advisory Group is a Notices Test Plan, determining which information in notices is helpful for patrons, identifying opportunities for improvement, incorporating patron feedback, and implementing rewrites into email notices. Patron feedback is obtained through a Microsoft survey, which will generate information for the User Experience Advisory Group. CCS is looking for 3 to 5 libraries to allow CCS to link the Microsoft survey to their email notifications, 50 to 100 patrons need to respond to the survey, and 5 to 10 patrons will need to review the prototypes and provide feedback via a Zoom meeting. The survey should be shared on March 22, initiating a testing timeline that will conclude in the end of June with rewritten email notices. Libraries interested in participating in this process should complete the Participate in Email Notice Testing form on the CCS Learning website: https://www.learning.ccslib.org/participate Currently participating libraries include Glenview, Morton Grove, Highland Park, Palatine, and Prospect Heights.

3. Continuing Education

a. Searching for Accelerated Reader Titles in Leap Demo (Rachel Fischer, CCS)

Member Services Librarian Rachel Fischer provided a demonstration in Leap on how to specifically search for Accelerated Reader Titles, utilizing two new SQL queries. These queries have been added to the list of saved queries in Leap. Accelerated Reader items (field 526) are not properly indexed, necessitating the use of an SQL query. Rachel created a document on the Learning Portal (**Polaris Procedures>Public Services>Searching>SQL Queries for the Study Program Field**) which includes additional examples and notes on how to utilize SQL queries. Kathleen offered to clip this portion of the PAS Meeting recording so that Rachel's presentation can be shared as a separate video. Rachel solicited help from any librarians interested in assisting with crafting a list of what they would like to see from a standardized subfield, with the goal of

sharing it as a recommendation to CAM and SCRAP. Kathleen offered to include this information in the CCS newsletter. Debra mentioned users who need help modifying SQL queries may open CCS Help Desk Tickets for support.

4. Open Discussion

No open discussion.

Motion to adjourn by L. McClain (Glencoe), seconded by John Amundsen (Wilmette). Meeting adjourned.