MINUTES
CCS GOVERNING BOARD
VIRTUAL LOCATION

WEDNESDAY, January 11, 2023

The Governing Board met remotely, without a physical quorum present due to the COVID-19 public health emergency.

1. CALL TO ORDER
   The meeting was called to order by President Smith at 10:00 A.M.

2. ROLL CALL

Algonquin	S. Murray	Lake Villa	M. Jacobsen
Cary	D. McNulty	Lincolnwood	J. Tucci
Crystal Lake	B. Fyolek	McHenry	L. Jakacki
Des Plaines	J. Bonell	Morton Grove	P. Leffler
Ela	L. Rosenthal	Niles-Maine	V. Luz (alternate)
Evanston	H. Norborg	Northbrook	K. Hall
Fox River Valley	A. Dodson (arrived 10:05 A.M.)	Palatine	J. Dilger
Fremont	S. Davis	Park Ridge	J. Bertucci (left 10:30 A.M.)
Glencoe	A. Kim	Prospect Heights	A. Todd
Glenview	Absent	Round Lake	J. DiDonato
Grayslake	T. Longo	Warren-Newport	R. Livergood
Highland Park	H. Smith	Wilmette	A. Auston
Huntley	Absent	Winnetka	C. Volny (alternate)
Indian Trails	B. Shepard	Zion	R. Smith
Lake Forest	D. Seleb		

Also present: S. Reynders, Mount Prospect Public Library; R. Malinowski, CCS; D. Wischmeyer, CCS; B. Stoneburner, CCS
Absent: Glenview, Huntley

President Smith welcomed R. Livergood, Executive Director at Warren-Newport Public Library, D. Seleb, Interim Director at Lake Forest Library and S. Reynders, Executive Director at Mount Prospect Public Library.

3. ADDITIONS TO THE AGENDA
   None.

4. PUBLIC COMMENT
   None.

5. CONSENT AGENDA

   Rosenthal MOTIONED; Hall SECONDED to

   APPROVE THE CONSENT AGENDA AS PRESENTED INCLUDING APPROVAL OF THE OCTOBER 12, 2022 MEETING MINUTES, DECEMBER 2022 FINANCIAL STATEMENTS, DECEMBER 2022 BILLS FOR PAYMENT AND APPROVAL OF FY2024 LLSAP SUPPORT GRANT AGREEMENT.

   Ayes: Algonquin, Cary, Crystal Lake, Des Plaines, Ela, Evanston, Fox River Valley, Fremont, Glencoe, Grayslake, Highland Park, Indian Trails, Lake Forest, Lake Villa, Lincolnwood, McHenry, Morton Grove, Niles-Maine, Northbrook, Palatine, Park Ridge, Prospect Heights, Round Lake, Wilmette, Winnetka, Zion-Benton
   Nays: None
   Abstain: Warren-Newport
   Absent: Glenview, Huntley

   MOTION CARRIED BY ROLL CALL VOTE

6. BUSINESS

   a. Potential Members

      i. Mount Prospect Public Library Membership – Included in the meeting packet was the membership resolution, library membership application, library consortium recommendation and project timeline.

   Bonell MOTIONED; Dilger SECONDED to

   APPROVE RESOLUTION 2023-01 REGARDING MOUNT PROSPECT PUBLIC LIBRARY MEMBERSHIP.

   Ayes: Algonquin, Cary, Crystal Lake, Des Plaines, Ela, Evanston, Fox River Valley, Fremont, Glencoe, Grayslake, Highland Park, Indian Trails, Lake Forest, Lake Villa, Lincolnwood, McHenry, Morton Grove, Niles-Maine, Northbrook, Palatine, Park Ridge, Prospect Heights, Round Lake, Warren-Newport, Wilmette, Winnetka, Zion-Benton
   Nays: None
   Absent: Glenview, Huntley

   MOTION CARRIED BY ROLL CALL VOTE

President Smith will counter sign the IGA and Smith and Secretary McNulty will sign the resolution.

S. Reynders thanked the Governing Board and left the meeting at 10:12 A.M.

ii. Warren-Newport Public Library – The library's management team orientation with CCS was on January 10th. The kick-off call for CCS and Innovative is scheduled for January 11th. R. Livergood thanked the CCS team and reported that the library has been impressed with the process and feels very good about the migration.

b. Office Move Lease Approval – Included in the meeting materials was a potential motion to approve the lease but R. Malinowski reported that CCS is not ready to ask for approval of the lease at today's meeting. R. Malinowski and B. Stoneburner met with D. Walsh from Klein, Thorpe & Jenkins and J. Metzl from Cushman & Wakefield on January 10th to review the proposed changes to the lease. The redlined lease was included in the meeting materials. A call has been scheduled for January 12th with CCS, KTJ, Cushman & Wakefield, the building's representatives, and lawyer to further discuss and address issues identified in the lease. The Executive Committee has the authority to approve the lease but in previous discussions, the Executive Committee members expressed that group buy-in and accountability for the lease from all Governing Board would be preferred. Based on the project timeline the preference would be to not wait for the April Governing Board for approval and that either a special meeting of Governing Board could be scheduled to review and approve the lease, or Governing Board could give instructions to the Executive Committee. After a discussion there was agreement by the Governing Board that no action would be taken today and that the Executive Committee could approve the lease as recommended by R. Malinowski.

c. Ecommerce Providers – L. Rosenthal and R. Malinowski met with the Illinois State Treasurer's office to discuss ePay as a replacement for Comprise/TSYS in PowerPAC and R. Malinowski met with Pinnacle staff for a demonstration of their integration with ePay and PowerPAC.   Ela and CCS are in the process of setting up ePay accounts. The CCS account could serve as a stop gap while libraries determine how to proceed. Malinowski reported that the current agreement with Comprise expires February 2023 and has requested repricing from TSYS and opt-in pricing from Comprise instead of a blanket agreement. Malinowski recommended to the Governing Board to rescind the requirement to use Comprise for eCommerce through PowerPAC and recommend that libraries individually determine if they would like to offer online payments. L. Rosenthal stated that the ePay pricing was competitive and the PCI compliance process simpler and has no fees if part of Illinois Funds. Malinowski will send a list of vendors that can work with Polaris and will send an email to libraries to opt in once the CCS ePay account has been set up.

J. Bertucci left the meeting at 10:30 A.M

McNulty MOTIONED; Rosenthal SECONDED to

RESCIND THE REQUIREMENT THAT ALL MEMBERS OF CCS USE COMPRISE AS AN ECOMMERCE GATEWAY.

Ayes: Algonquin, Cary, Crystal Lake, Des Plaines, Ela, Evanston, Fox River Valley, Fremont,

Glencoe, Grayslake, Highland Park, Indian Trails, Lake Forest, Lake Villa, Lincolnwood, McHenry, Morton Grove, Niles-Maine, Northbrook, Palatine, Prospect Heights, Round Lake, Warren-Newport, Wilmette, Winnetka, Zion-Benton
Nays: None
Absent: Glenview, Huntley, Park Ridge

MOTION CARRIED BY ROLL CALL VOTE

    d. Innovative Updates

        i. Performance Issues – D. Wischmeyer reported that the number of system performance issues has decreased over the last month due to heightened monitoring by Innovative support. Most recent issues were related to the eContent integration to Overdrive. Included in the meeting packet was a report on patron usage of eContent in the online catalog. To address ongoing problems with the training server, Innovative has rebuilt the training server which seems to have resolved those performance issues. CCS continues to meet weekly with Innovative to review progress towards resolving system issues in the long term.

        ii. Notice Delivery – CCS libraries have experienced an increase in undeliverable email and text notices due to text providers tightening security and spam filters. Innovative has recommended that all email notice "reply-to" addresses be valid inboxes so that email bounce backs can be monitored, and invalid email addresses removed from patron records. Twenty-three CCS libraries currently use no-reply@ccslib.org to deliver patron email and text notices, which is not a valid inbox. CCS plans to transition all libraries currently using this email address to a valid email address for their email and text notices and has established a new notice email address: notices@ccslib.org currently in use for non-CCS reciprocal patrons to gauge the overall number of bounce backs and to create a plan for ongoing maintenance of patron records. CCS will draft procedures for monitoring undeliverable emails and updating patron accounts to assist libraries with managing workflow. By March 1, libraries that are currently using no-reply@ccslib.org should provide a valid email address to be used for notices. Library staff will monitor undeliverable messages and remove invalid email addresses from accounts. Those libraries who are not able to provide their own notice email will be switched to notices@ccslib.org and CCS staff will review undeliverable messages and remove invalid email addresses from patron accounts on behalf of these libraries. CCS' recommendation is that libraries use their own email and domain to better manage the process and engage with patrons.

           A question was asked as to how much time is being spent managing bounce back emails to determine how much staff time to allocate for this work. CCS anticipates there might be a higher volume at first then staff time should decrease with regular maintenance. Based on the volume received so far through testing and by libraries already using their own email, D. Wischmeyer estimated there might be perhaps up to 1 hour of staff time required a day, but CCS will continue to monitor to help determine anticipated staff time.

CCS will review the drafted procedures for this workflow with the Circ/ILL Advisory Group then more information will be shared via CCS news in the coming weeks.

iii. Vega Discover – D. Wischmeyer reported that findings from the recent user testing were included in the packet. Upon review of these findings, the User Experience Advisory Group identified several areas where improvements could be made and recommended that CCS wait to soft launch Vega Discover for patrons until Innovative addresses the issues that came out of user testing. A soft launch would be a further opportunity to gather patron feedback, but not a guarantee that CCS would be ready to go live on any specific date. R. Malinowski reported that CCS will continue to participate in the Vega Discover program as an opportunity for CCS staff to learn and grow and to advocate on behalf of consortia. As CCS is not asking for a decision from the Governing Board at this time, Malinowski will scale back the development level of detail to the Governing Board for the time being. CCS will focus on the onboarding of Warren-Newport and as time allows work on Vega Discover initiatives but not commit to any timeline for a soft launch.

7. REPORTS

a. President – No report.

b. Secretary – No report.

c. Treasurer – Treasurer Rosenthal reported that the Budget and Finance Committee will meet on January 18th to begin work on the budget.

d. Executive Director – Report was included in the packet. There were no additional questions. R. Malinowski recognized R. Barth for his mapping work with Grayslake and student card registrations and thanked T. Longo for working with Barth.

e. Committees and Groups – Summaries were included in the packet. There were no additional questions.

8. ADJOURNMENT

President Smith adjourned the meeting at 10:55 A.M.

Respectfully submitted,
Diane McNulty, Secretary