

**Executive Committee of the  
Members Council on Library Services (MCLS)  
Agenda**

Wednesday, November 15, 2017 – 2:00 p.m. to 3:30 p.m. ET

Dial-in Number: **1-888-670-3525**

Participant Passcode: **727 604 9785** followed by the # key

**Committee Members:** Raymond Calvert (PHSC), Brian Doherty (NCF), Karen Griffin (HCC), Tom Messner (FSCJ), Kathy Miller (FGCU), Judith Russell (UF).

<b>2:00</b>	<b>Call to Order</b>	Kathy Miller, Chair
<b>2:00 – 2:05</b>	<b>1. Approve October 18, 2017 Meeting Minutes</b>	Kathy Miller
<b>2:05 – 2:15</b>	<b>2. MCLS Processes and Procedures</b> <ul style="list-style-type: none"> <li>A. Chairs for TAOERSC and LASC <ul style="list-style-type: none"> <li>i. Jennifer Gregor (USF)-TAOERSC Chair</li> <li>ii. Victoria McGlone (FSCJ)-LASC Chair</li> </ul> </li> <li>B. CMESC Appointment <ul style="list-style-type: none"> <li>i. Alicia Ellison (HCC)</li> </ul> </li> <li>C. Confirm Next MCLS Meeting Dates <ul style="list-style-type: none"> <li>i. February 27-28, 2018 (Location TBD)</li> <li>ii. May 15-16, 2018 (UCF, Orlando, FL)</li> </ul> </li> </ul>	Kathy Miller
<b>2:15– 3:00</b>	<b>3. Update on Sierra / Encore Duet Implementation</b> <ul style="list-style-type: none"> <li>A. October Testing Results</li> <li>B. Next Steps</li> </ul> <b>4. Agenda Topics for MCLS Meeting, December 7-8</b> <ul style="list-style-type: none"> <li>A. Affordable Learning Georgia and OER-Jeff Gallant,</li> <li>B. Small group work: Textbook affordability and OER-Elijah Scott</li> <li>C. Open Textbook Membership-Elijah Scott</li> <li>D. LBR for OER-Elijah Scott</li> <li>E. ACRL Metrics Presentation-Karen Kupiec</li> <li>F. Review the Florida Digital Archive (FDA) survey results-Lydia Motyka</li> <li>G. Sierra/Encore Duet Implementation Update-Ellen Bishop, Dave Whisenant</li> <li>H. E-Resources Update-Scott Schmucker</li> </ul>	Elijah Scott, Ellen Bishop, Dave Whisenant  Kathy Miller
<b>3:10 – 3:20</b>	<b>5. FALSC Updates and Briefings</b> <ul style="list-style-type: none"> <li>A. Hiring Update <ul style="list-style-type: none"> <li>i. Director of E-Resources</li> <li>ii. Director of Digital Services and OER</li> <li>iii. Director of Library Support and Training</li> </ul> </li> </ul>	Elijah Scott

<b>3:20 – 3:25</b>	<b>6. Executive Committee Meetings</b> A. Confirm Next Meeting Date i. December 20, 2017	Kathy Miller
<b>3:25 – 3:30</b>	<b>7. New Business</b>	Kathy Miller
<b>3:30</b>	<b>Adjournment</b>	Kathy Miller

**Executive Committee of the Members Council on Library Services (MCLS)  
Minutes**

**Wednesday, October 18, 2017 – 2:00 p.m. to 3:30 p.m. ET**

Committee Members: Raymond Calvert (PHSC), Brian Doherty (NCF), Karen Griffin (HCC), Tom Messner (FSCJ), Kathy Miller (FGCU), Judith Russell (UF).

FALSC Staff: Joni Branch, Tammy Elliot, Scott Schmucker, Ellen Bishop, Brenda Rutten, Dave Whisenant, Susan Rodgers.

2:00 Call to Order - Kathy Miller, Chair

1. Approve September 20, 2017 Meeting Minutes. Messner moved, Griffin seconded. Minutes approved.

2. MCLS Processes and Procedures - Kathy Miller

A. Liaisons for TAOERSC and LASC

- i. MCLS Liaisons
  - Todd Chavez-USF- TAOERSC
  - Katie Sacco-Lake-Sumter State College- LASC
- ii. FALSC Liaisons
  - Elijah Scott – TAOERSC
  - Brenda Rutten – LASC

B. Update on Call for CMESC Applications—

- iii. The Committee needs an FCS Member. There are currently 2 applications.

C. Confirm Next MCLS Meeting Dates

- i. November 1, 2017 - 9:30am-12:30pm (Virtual)
- ii. December 7-8, 2017 (FLVC, Tallahassee)
- iii. February 27-28, 2018 (Location TBD)
- iv. May 15-16, 2018 (UCF, Orlando, FL)

D. Agenda Topics for MCLS Virtual Meeting November

- i. ILS readiness
- ii. Textbook affordability
- iii. ACRL presentation

### 3. Update on Sierra / Encore Duet Implementation - Ellen Bishop, Dave Whisenant

- A. Review of testing – there have generally been mixed comments from those testing.
- B. Latest releases of Sierra and Encore have been installed.
- C. A solution has been developed for fixing bibliographic record holdings – It looks good. There are no duplicate bibs. Innovative has raised the holdings cap to 10,000.
- D. Issues:
  - i. Scoping – attaching institutional agency codes to records – the system would not allow changes to be made to records. Innovative has fixed this problem. FALSC has asked why problem existed in the release.
  - ii. Printing issues when printer checkbox is not checked – has been fixed.
  - iii. Workflow issues are being reported.
  - iv. Paging – the system is set up to allow local paging. The ability to turn off paging will not be available until June 2018.
  - v. Slips for paging should be set up to run twice per day, more runs should be set up manually.
  - vi. Community Borrower loads will be done manually, or as libraries are currently doing. Logins for community borrowers and their privileges will be looked into.
  - vii. Suppressed records presently are displayed to public as withdrawn.
  - viii. An additional testing period is scheduled from November 9 through December 2.
  - ix. Everyone is encouraged to report issues as they discover them, even outside of the testing period.
  - x. Working Groups have created spreadsheets to record issues.
  - xi. Some issues that are being addressed include setting up accounts with numerous security issues, eBook display issues, course reserves not linking.
  - xii. Time zone problems have reappeared in production instance.

### 4. FALSC Updates and Briefings Ellen Bishop

#### A. Hiring Update

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- i. Director of E-Resources – The search committee has had an initial meeting (October 16) and is in the process of selecting candidates for a first round interview.
- ii. Director of Digital Services – is on a similar timeline.
- iii. Director of Library Support and Training – is on a similar timeline.
- iv. Library Services Analyst (reporting statistics and analysis) is in the early stages.

5. Executive Committee Meetings Kathy Miller

A. Confirm Next Meeting Date

- i. . November 15, 2017 3:25 – 3:30

6. No new business

7. Meeting adjourned (Calvert moved, Messner seconded) - 2:43

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#	Issue	Status	Delivery
1	Encore Exception page returning potentially sensitive data	Encore 4.7 SP1.	Q1 2018 - Feb. 26, 2018
2	Patron/find api calls timeout	Work in progress	
3	Scheduler limitations	Freed up stale jobs-Increase the number of jobs- max is 5. III is checking on increasing the max jobs.	
4	Scoping	FALSC want to know 'why' this was not completed prior to Oct. testing; III>Loading data into Sierra involves a lengthy series of loads, using dozens of executable software tools which III has been working to improve and evolve. Scoping was completed, and subsequently, FALSC discovered inconsistencies requiring III remediation. III is examining its scoping tool for additional improvements that may eliminate the need for remediation. As such, III is planning another full load in January 2018 to continue monitoring the improvements and ensure a smooth dataload for go live.	
5	Local Field Display in Encore	Work in progress; BSLW will manipulate data in order for III development to work properly.	Testing available beginning of March; after the January reload
6	Location facets are back to displaying all institutions with the item	Full functionality will be back in place when Sierra 3.4 is installed for Beta.	Nov 30 2017
7	Cannot update the Encore default suite material type icons	In discovery	Q1 2018 - Feb. 26, 2018
8	Encore sporadically goes down	Temporary datafiles residing on the server during the load caused it to run out of space. We would not expect that to happen in production. Remediation plan is to put monitoring in place.	
9	Locations Served Order Updated	III will work on after testing; need to determine strategy for completing this work.	
10	Item level requesting	Resolved 10/24/17	Closed
11	Manual overdue notices	Resolved 10/26/17	Closed
12	Spinning wheel of death for Requests	In discovery	
13	eBooks are requestable	Encore 4.7 SP1.	Q1 2018 - Feb.26, 2018
14	Moving between suites when logged in	III: working as designed, will not be delivered. Not acceptable for FALSC	
15	Joint Use students cannot log in at non-home libraries	FALSC/FLVC provided the fix	Closed
16	Item Suppression Rules are currently ignored	Will be provided in Encore 4.7	Dec. 8, 2017
17	Volume cannot be modified and display not in scope message	Resolved 10/24/17	Closed
18	BIBs with many items	FALSC confirmed 10/27 that results of their testing were good	Closed

19	Coverage load can only be done one institution at a time	Resolved	Closed
20	Soft linking of order and holdings records	Resolved 10/24/17	Closed
21	Authentication	Mailing from cart will be fixed in Sierra 3.4  Refworks not working	Nov. 30, 2017  Feb. 26, 2018
22	Empty search results page	Will be delivered in Encore 4.7	Dec. 8, 2017
23	Features appear/don't appear	Will be delivered in Encore 4.7 SP1	Feb. 26, 2018
24	Location Mapping	Will be delivered in Encore 4.7 SP1	Feb. 26, 2018
25	Keyword searching	Resolved	Closed
26	Collection facet sort order	Will not be delivered. Not acceptable for FALSC	
27	PURLs in Dublin Core metadata	Will be delivered in Encore 4.7 SP1	Feb. 26, 2018
28	Encore harvested records don't appear in subject facet	Will not be delivered. Not acceptable for FALSC	
29	In union catalog (def suite) all suite names appear intermingled with digital collection names	Will not be delivered. Not acceptable for FALSC	
30	System Response Time	<p>III: Tuning the performance of a system is rarely about finding a single root cause. Therefore performance tuning is being pursued from a number of angles:</p> <p>Angle 1: Continuing to optimize code</p> <ul style="list-style-type: none"> <li>• Additional opportunities for efficiency in AnySuites have been identified. Anticipated savings could be 1-2 seconds per search</li> <li>• Looking for potential optimization of code involving search facets in both Encore and the SDA</li> </ul> <p>Angle 2: Lucene indexing COMPLETED</p> <ul style="list-style-type: none"> <li>• It was determined that Lucene was working through an indexing backlog, which was introducing significant, and highly variable, delays in some searches</li> </ul> <p>Angle 3: Tuning server configuration</p> <ul style="list-style-type: none"> <li>• App Dynamics measurements pointed to recommendations that memory allocations for some jcontainers be adjusted</li> </ul> <p>Angle 4: Analyzing impact of authentication</p> <ul style="list-style-type: none"> <li>• Working to quantify packet latency introduced by the reverse proxy used in SSO authentication</li> </ul> <p>Angle 5: Continued monitoring of system health - Ongoing</p>	<p>III: testing new fixes to jar files. First test Nov. 16, 2017, possibly apply Nov. 30, 2017.</p>
31	Innovative Quality Assurance Plan	III: work in progress	Nov. 17, 2017
32	Sierra Web Availability	<p>III: 20 users last week of November 100 users late December Final not until March 2018</p>	



Sierra Response Times - October Preproduction Verification Testing

Sierra Response Times																				
Run Date	Author Search A=Thomas (< 3 sec)		Subject Search S=English (< 3 sec)		Title Search T=Beowulf (< 3 sec)		Call Number Search C#=PR1585.B58 2007 (< 3 sec)		Keyword Search (three-word string) K=United Nations Conference (< 3 sec)		Check In I=35601010482655 (< 3 sec)		Check In (no patron) I=35601000329833 (< 3 sec)		Check Out I=33301010209735 (< 3 sec)		Book Renewal I=35601010935157 (< 3 sec)		Save a Bibliographic Record (< 4 sec)	
Run Date	Run Time	Response	Run Time	Response	Run Time	Response	Run Time	Response	Run Time	Response	Run Time	Response	Run Time	Response	Run Time	Response	Run Time	Response	Run Time	Response
10/6/2017											5:30 PM	3.55	5:30 PM	5.55	5:30 PM	3.92	5:30 PM	4.15	5:30 PM	4.30
10/9/2017	1:15 PM	2.43	1:15 PM	2.69	1:15 PM	22.92	1:15 PM	3.05	1:15 PM	12.85	1:15 PM	5.98	1:15 PM	4.86	1:15 PM	10.08	1:15 PM	7.05	1:15 PM	3.18
10/10/2017	3:10 PM	4.31	3:10 PM	4.77	3:10 PM	3.22	3:10 PM	3.58	3:10 PM	14.49	3:10 PM	8.36	3:10 PM	4.80	3:10 PM	8.64	3:10 PM	2.36	3:10 PM	3.70
10/11/2017	3:30 PM	7.46	3:30 PM	11.11	3:30 PM	21.61	3:30 PM	2.77	3:30 PM	14.15	3:30 PM	0.96	3:30 PM	6.12	3:30 PM	3.24	3:30 PM	1.43	3:30 PM	3.14
10/12/2017	3:30 PM	5.37	3:30 PM	9.91	3:30 PM	18.25	3:30 PM	2.58	3:30 PM	14.15	3:30 PM	3.62	3:30 PM	2.18	3:30 PM	2.80	3:30 PM	1.12	3:30 PM	3.55
10/13/2017	3:15 PM	2.77	3:15 PM	25.17	3:15 PM	2.70	3:15 PM	2.55	3:15 PM	17.21	3:15 PM	7.49	3:15 PM	2.27	3:15 PM	3.65	3:15 PM	1.52	3:15 PM	2.21
10/16/2017	2:10 PM	7.17	2:10 PM	4.36	2:10 PM	2.52	2:10 PM	19.93	2:10 PM	36.71	2:10 PM	4.68	2:10 PM	1.27	2:10 PM	2.90	2:10 PM	2.21	2:10 PM	1.86
10/17/2017	10:15 AM	8.99	10:15 AM	14.24	10:15 AM	17.49	10:15 AM	3.24	10:15 AM	17.74	10:15 AM	2.49	10:15 AM	0.87	10:15 AM	3.99	10:15 AM	1.49	10:15 AM	9.30
10/18/2017	10:15 AM	5.74	10:15 AM	5.49	10:15 AM	1.96	10:15 AM	3.21	10:15 AM	30.02	10:15 AM	3.02	10:15 AM	1.24	10:15 AM	2.71	10:15 AM	1.30	10:15 AM	1.40
10/19/2017	10:10 AM	5.87	10:10 AM	3.43	10:10 AM	2.24	10:10 AM	1.56	10:10 AM	44.96	10:10 AM	2.64	10:10 AM	0.71	10:10 AM	1.52	10:10 AM	0.99	10:10 AM	2.49
10/20/2017	10:15 AM	5.24	10:15 AM	8.65	10:15 AM	17.05	10:15 AM	3.49	10:15 AM	56.45	10:15 AM	3.08	10:15 AM	0.89	10:15 AM	3.18	10:15 AM	1.71	10:15 AM	1.06
10/23/2017	10:15 AM	8.36	10:15 AM	14.05	10:15 AM	2.58	10:15 AM	2.99	10:15 AM	2.17	10:15 AM	2.58	10:15 AM	1.24	10:15 AM	2.15	10:15 AM	0.81	10:15 AM	1.55
10/23/2017	3:15 PM	3.87	3:15 PM	9.36	3:15 PM	2.52	3:15 PM	2.86	3:15 PM	16.71	3:15 PM	4.43	3:15 PM	0.83	3:15 PM	2.37	3:15 PM	1.08	3:15 PM	2.40
10/24/2017	10:10 AM	3.62	10:10 AM	10.39	10:10 AM	17.50	10:10 AM	1.71	10:10 AM	11.80	10:10 AM	2.45	10:10 AM	0.83	10:10 AM	2.87	10:10 AM	1.02	10:10 AM	1.93
10/24/2017	3:15 PM	4.30	3:15 PM	10.77	3:15 PM	17.83	3:15 PM	2.33	3:15 PM	15.58	3:15 PM	4.86	3:15 PM	0.77	3:15 PM	2.89	3:15 PM	1.02	3:15 PM	2.30
10/25/2017	3:15 PM	11.77	3:15 PM	9.58	3:15 PM	2.83	3:15 PM	18.92	3:15 PM	12.02	3:15 PM	3.36	3:15 PM	0.92	3:15 PM	2.59	3:15 PM	0.74	3:15 PM	1.90
10/26/2017	10:05 AM	7.42	10:05 AM	10.99	10:05 AM	23.15	10:05 AM	2.15	10:05 AM	16.49	10:05 AM	2.23	10:05 AM	1.05	10:05 AM	2.49	10:05 AM	2.87	10:05 AM	1.62
10/26/2017	3:15 PM	4.64	3:15 PM	31.55	3:15 PM	2.52	3:15 PM	4.58	3:15 PM	14.45	3:15 PM	2.61	3:15 PM	0.89	3:15 PM	2.48	3:15 PM	0.80	3:15 PM	1.77
10/27/2017	10:10 AM	4.05	10:10 AM	8.98	10:10 AM	2.17	10:10 AM	18.77	10:10 AM	13.71	10:10 AM	2.30	10:10 AM	0.99	10:10 AM	2.46	10:10 AM	0.87	10:10 AM	1.27
10/27/2017	3:15 PM	3.80	3:15 PM	9.77	3:15 PM	4.17	3:15 PM	18.67	3:15 PM	15.40	3:15 PM	5.43	3:15 PM	3.18	3:15 PM	2.39	3:15 PM	0.71	3:15 PM	1.48
10/30/2017	9:00 AM	3.95	9:00 AM	9.87	9:00 AM	2.08	9:00 AM	2.02	9:00 AM	16.74	9:00 AM	6.81	9:00 AM	0.68	9:00 AM	2.77	9:00 AM	0.74	9:00 AM	0.99
10/30/2017	3:15 PM	19.87	3:15 PM	10.68	3:15 PM	2.05	3:15 PM	1.73	3:15 PM	16.64	3:15 PM	4.83	3:15 PM	1.21	3:15 PM	2.21	3:15 PM	0.83	3:15 PM	1.62
10/31/2017	10:15 AM	4.11	10:15 AM	10.05	10:15 AM	2.37	10:15 AM	1.93	10:15 AM	11.66	10:15 AM	4.96	10:15 AM	0.77	10:15 AM	2.15	10:15 AM	0.99	10:15 AM	0.83
10/31/2017	3:15 PM	4.30	3:15 PM	9.61	3:15 PM	2.18	3:15 PM	2.96	3:15 PM	18.74	3:15 PM	3.96	3:15 PM	0.99	3:15 PM	2.42	3:15 PM	0.96	3:15 PM	0.89
		6.06		10.67		8.43		5.55		19.17		4.03		1.88		3.29		1.62		2.36

## Encore Response Times - October Preproduction Verification Testing

Encore Response Times										
	Keyword Search (three-word string) K=United Nations Conference (< 4 sec)		Author Search A=Thomas (< 3 sec)		Subject Search S=English (< 3 sec)		Title Search T=Beowulf (< 3 sec)		Book Renewal I=32100005672852 (< 3 sec)	
Run Date	Run Time	Response	Run Time	Response	Run Time	Response	Run Time	Response	Run Time	Response
10/6/2017	5:30 PM	8.50	5:30 PM	16.84	5:30 PM	6.73	5:30 PM	6.00	5:30 PM	no data
10/9/2017	3:30 PM	1.67	3:30 PM	12.22	3:25 PM	12.21	3:25 PM	6.25	3:25 PM	no data
10/10/2017	3:13 PM	1.72	3:13 PM	5.54	3:10 PM	11.96	3:19 PM	8.65	3:20 PM	no data
10/11/2017	3:30 PM	1.81	3:30 PM	9.39	3:30 PM	14.51	3:30 PM	4.42	3:30 PM	no data
10/12/2017	3:30 PM	2.05	3:30 PM	10.56	3:30 PM	10.05	3:30 PM	6.20	3:30 PM	no data
10/13/2017	3:05 PM	2.06	3:05 PM	3.63	3:05 PM	3.96	3:05 PM	1.96	3:05 PM	no data
10/16/2017	2:05 PM	1.88	2:05 PM	10.87	2:05 PM	6.76	2:05 PM	10.90	2:05 PM	no data
10/17/2017	10:05 AM	1.56	10:05 AM	12.43	10:05 AM	5.06	10:05 AM	16.12	10:05 AM	no data
10/18/2017	10:05 AM	9.56	10:05 AM	18.37	10:05 AM	16.60	10:05 AM	15.06	0.42	no data
10/19/2017	10:02 AM	11.15	10:02 AM	10.10	10:02 AM	16.35	10:02 AM	6.15	10:02 AM	no data
10/20/2017	10:05 AM	1.52	10:05 AM	7.50	10:05 AM	11.66	10:05 AM	4.91	10:05 AM	no data
10/23/2017	10:05 AM	2.55	10:05 AM	11.11	10:05 AM	13.40	10:05 AM	9.18	10:05 AM	no data
10/23/2017	3:05 PM	1.51	3:05 PM	13.40	3:05 PM	14.20	3:05 PM	5.25	3:05 PM	no data
10/24/2017	10:00 AM	3.30	10:00 AM	12.38	10:00 AM	12.54	10:00 AM	3.83	10:00 AM	no data
10/24/2017	3:05 PM	2.58	3:05 PM	13.89	3:05 PM	19.28	3:05 PM	8.38	3:05 PM	3.04
10/25/2017	3:05 PM	2.98	3:05 PM	12.39	3:05 PM	15.03	3:05 PM	7.34	3:05 PM	2.16
10/26/2017	10:05 AM	3.98	10:05 AM	8.76	10:05 AM	10.14	10:05 AM	6.37	10:05 AM	0.91
10/26/2017	3:05 PM	2.50	3:05 PM	15.99	3:05 PM	0.26	3:05 PM	3.78	3:05 PM	0.65
10/27/2017	10:05 AM	2.32	10:05 AM	8.10	10:05 AM	6.45	10:05 AM	4.02	10:05 AM	0.94
10/27/2017	3:05 PM	2.83	3:05 PM	7.21	3:05 PM	4.64	3:05 PM	3.50	3:05 PM	0.65
10/30/2017	8:45 AM	0.69	8:45 AM	0.29	8:45 AM	0.14	8:45 AM	0.86	8:45 AM	0.66
10/30/2017	3:05 PM	4.01	3:05 PM	6.47	3:05 PM	7.97	3:05 PM	8.28	3:05 PM	0.66
10/31/2017	10:05 AM	3.97	10:05 AM	11.48	10:05 AM	7.10	10:05 AM	10.86	10:05 AM	0.75
10/31/2017	3:05 PM	3.98	3:05 PM	9.39	3:05 PM	8.36	3:05 PM	5.27	3:05 PM	0.73
<b>Average</b>		<u>3.36</u>		<u>10.35</u>		<u>9.81</u>		<u>6.81</u>		<u>1.12</u>