**Discovery/PAC User Group Meeting Notes – September 14, 2022**

Roundtable Open Forum:

* Dickinson Public Library – Director position posted – open until Oct 19th – Rita is retiring at end of year.
* West Fargo Public – finished summer reading – successful! Changed registration form to streamline statistical status. Fully staffed!! Marketing sent out mailing encouraging Library Card registration. Appreciate the carousels. Launched Memory Care Kit Program and will expand.
* Leach Public Library – Chocolate Day and Book Sale is October 13, 2022. Goal for new Library Card registration for September is 40.
* Grand Forks Public – LibraryCon took place – successful and planning for next year. Mary Lorenz retired. Megan is replacement and is starting in early October. Trivia Night was last night.

Old Business updates:

* DIP – since update new patrons getting number instead of PACREG. Jason will investigate it. \*\* likely due to system upgrade/maintenance done July 26 – resolved now.
* Q: is there a way to put age limitations/warning message when applying for cards? DIP and WFP are interested in having the prompt when patrons are under 18. \*\* not currently available in software – might want to pursue enhancement request/idea lab submission.
* WFP reorganizing patron classes to Adult (18+) and Youth (up to 17). GFPL – patrons up to 16 must have guardian info on account. Explore registration form to indicate over 18? \*\*\* not currently available in software – might want to pursue enhancement request/idea lab submission. Grand Forks Public has those fields as required on their form on website:

<http://gflibrary.com/FormCenter/Library-Services-6/Get-a-Library-Card-50>

* Any way to restrict to ND addresses? DIP is getting applications for Dickinson Texas library. \*\*\* not currently available in software – enhancement request/idea lab? Suggest change in heading identifying library as located in ND.

Topics for discussion:

* Polaris 7.3 to installed on TRN – 10/11/22 morning. What’s New in Polaris 7.3 webinar on October 5th at 1 pm. Register at <https://www.iii.com/event/webinar-whats-new-in-polaris-7-3/> and review some changes <https://portal.productboard.com/iii/6-innovative-product-status-board-new/tabs/23-polaris>
	+ Ability to cancel held requests – (opt-in) patrons will be able to cancel requests in held stats
	+ Borrow by Mail (Leap) – supports staff-side processing for Borrow by Mail requests in Leap.
	+ Opt-Out of Duplicate Detection for Patron Self-Registration – will not impact staff-side duplicate detection. Allows removal of barriers for self-registration where multiple cards are required or patrons frequently receive duplicate detection errors for common names.
* Staffing updates - As of August 1st, Linda Allbee is the new Director of ODIN. As of September 1st, Nicole Murphy moved into the Assistant Director/Training Specialist position. ODIN Technical Support Specialist interviews took place.
* ODIN will be at NDLA October 5-7. Stop in and say hello!
* Previously when searching the PAC starting from the ODIN Search, the Place Request button wasn’t showing because patron wasn’t starting from their home library.  They had to select their home library and log in to be able to place a request.  Now when searching from the ODIN Search, there is a Place Request button is available so if patron is not signed in, they sign in and request the item.

Questions/Comments/Feedback

* Patron records with email notices in plain text may become an issue when switching to Vega – something to keep in mind when switching.
* Issues with emails for gmail bouncing recently. Polaris hosting was changed in late July and may have contributed to that issue. GFPL and DIP have seen this. Jason is pursuing issue with vendor(s). Suggested fix: Add this to the SPF record in your DNS rule: include smtp.iii.com ~all

If you are having issues or need help, please send in ticket and Jason will be happy to help you. 😊

Next meeting October 12th– Second Wednesday of each month