

PSA Committee Meeting, 12/15/2021

Patron Account PINs/Sierra PINs

- PINs implemented with Marmot libraries:
 - Background information:
 - In order to have access to PINs in Pika, PINs will have to be enabled on Classic webpac for e-commerce sites.
 - E-commerce sites use the Classic webpac for fines and payments online. When a patron pays a fine online, they are redirected to Classic webpac, and PINs cannot be turned on in Classic on site-by-site basis. It has to be turned on for everyone in the system at once.
 - Many Marmot public libraries use e-commerce.
 - EZproxy—can do a phased approach if there are two systems:
 - One for libraries without PINs, one for libraries with PINs.
 - PINs will affect
 - Sierra, Pika, Classic webpac, Overdrive, each database
 - Current status:
 - In a holding pattern with implementing PINs. Still some options to do a phased approach, but that would mean e-commerce libraries not using that feature until they have moved.
 - Using patron PINs in Pika should not be an issue. Database vendors, self-check, computer reservation systems may be more complicated.
 - Marmot staff is confident that if all libraries moved to PINs all at once, it would work great. Concerns are with doing it on an individual library basis. Moving everyone at once is ideal from a developer standpoint.
 - Flatirons Library Consortium implemented PINs for their Pika system.
 - With their new PIN system, they are not having issues with Pika. Marmot staff will follow up to see if they are having issues with other components that also use PINs.
 - Sean will do some testing with Flatirons server. That would give us a lot of data about how it is working.
 - Moving forward with PIN implementation:
 - Timeline:
 - Implementation timeline driven by Marmot libraries.
 - The earliest Marmot staff could make the change is summer.
 - The committee discussed possible implementation date after MUG 2022.
 - Committee member requests:
 - To build a timeline based upon the Flatirons implementation and create a procedural manual.
 - Having a checklist for each library.
 - Create training tutorials for staff and patrons.
 - Consider building training and discussion into MUG and making PIN implementation a focus of MUG 2022.

- Have the committee talk to staff from Flatirons' libraries to discuss their implementation process.
 - Next steps (for Marmot staff):
 - Reach out to Marmot library directors asking what questions they have about PIN implementation.
 - Set up an informational meeting with staff from Flatirons' libraries to ask questions about their PIN implementation process.
 - Start a project plan using Flatirons as a model.
 - Fill out the technical aspects of the project plan and leave gaps to populate it with a marketing plan and a training plan.
 - Other future steps:
 - Each site could start thinking about what parameters they want on PIN numbers for the initial load and start working with their IT department to determine what number is going to be populated into the PIN field.
 - Each site can gather list of 3rd party vendors that are authenticating
 - Will have to reach out to database vendors to have them turn it on.
- Marmot privacy policy:
 - Did not have time to discuss the privacy policy in this meeting.