

## **MORE OPERATIONS Committee Minutes** *(Approved)*

**March 14, 2011**

### **Indianhead Federated Library System**

**Attending:** Maureen Welch (IF), chair; Laura Miller (EC); Virginia Kujawa (ME); Mary Vernau (AL); Kathy Setter (MORE) ex officio; Jennifer Rickard (NR); Linda Donaldson (HU); Mark Drkula (RL);

**Absent:** Mary Greatens (RF); Chris Byerly (FR); Wendy Brandt (CF); Christy Rundquist (PE)

**Also attending:** Laura Anderson (RL); Renee Ponzio (EC)

**Call to order:** Meeting called to order at 1:37 pm by Chair Maureen Welch.

**Compliance with Open Meeting Law:** Compliance with Open Meeting Law was satisfied.

**Approve agenda:** **MOTION** (Rickard/ Miller) to accept agenda; **PASSED** by voice.

**Approve minutes:** **MOTION** (Miller/Drkula) to approve minutes of June 21, 2010 with amendments; **PASSED** by voice.

**Issues/announcements from other MORE meetings/committees:**

None

### **Old Business:**

None

### **New Business:**

- 1. Election of officers:** Welch will remain as chair, Rickard will remain as secretary.
- 2. New Libraries:** Setter updated us of the new libraries joining MORE in 2011/2012. Amery and Ogema both plan to join with LSTA money and as of this point that money has not yet been released. Due to the unknown funds and distribution we are unsure of the timeframe in which these libraries would be going live.
- 3. 2012 budget:** We would like to have money set aside for bubble bags for the 2012 budget. It was also suggested that we recommend to Executive committee and director's council to purchase DVD decouplers (unlocking mechanism) for all libraries that do not have any. This could possibly be taken out of the 2011 budget.
- 4. Claims returned issues:** We just wanted to clarify communication for "claims returned" items...It is the circulating library's responsibility to contact the owning library of the material to resolve any claims returned items. We also strongly recommend that libraries DO NOT use the claims returned feature in Millenium.
- 5. Missing in-transit issues:** We had a spurt of numerous missing DVDs and CDs going through courier. Welch has been tracking these items and working with WALTCO to resolve the issue. It appears that it has gotten better, but it is pertinent that all libraries to their monthly in-transit report so we can notice any unusual tendencies in a timely fashion. Please report any repetitive, unusual patterns to Welch. See the training page for instructions for clearing the monthly in-transit reports. One reminder while doing so, if you are unable to find the materials after contacting libraries on both ends of the in-transit, be sure to leave that note in the record when changing the status.

6. **Clear holdshelf:** All libraries must clear their holdshelf everyday in which they receive courier. When doing so, all unfound items need to be dealt with as they are responsible for the material until it is located. We recommend all libraries add a note or message to the unfound items to help with the tracking process.
7. **Adding notes to item records:** Adding notes/messages to items are a great form of communicating the status of that item. Feel free to add notes/messages to any libraries materials, but be sure to delete the note/message once it is dealt with.
8. **Not needed after dates:** The not needed date is a system generated date in which to cancel the hold if it has not been filled within the given time period. We currently have the date set for 1 year from the date placed. Due to the demand of some items as well as delayed publication dates, we would like to extend this time period so holds are not getting cancelled unintentionally. Motion made by Miller to extend the system generated not needed after date to 18 months from the date the hold was placed. Second Vernau.
9. **Collection agency fees collected via E-Commerce:** There are currently 3 libraries in the system that use a collection agency - CF, EC, ME. When sending items to the collection agency, the collection agency fee is automatically generated based on the home library of the patron. So in the case the patron pays for their fines online, the home library will get money rather than the library that send them to collections. Setter and Miller will work with Falkenberg and Button to look into alternatives for these situations.
10. **Circulation notice templates & notices text (specifically overdues & bills):** Setter has been working with New Richmond for creating notice templates. With notices generated specifically for each library you can add logos, change formatting and the text can therefore be unique. If any library is interested in having a template created for them, please notify Setter. For the time being we are looking at the verbiage for the SECOND OVERDUE NOTICE.
  - i. **Existing verbiage - SECOND OVERDUE NOTICE** – According to our records, the following items are still overdue. Please return immediately to your local MORE library. Your library privileges at all MORE libraries may be suspended. If we do not hear from you within ten days, you will be billed for these items.
  - ii. **New verbiage (change) - SECOND OVERDUE NOTICE** – According to our records, the following items are still overdue. Please return immediately to your local MORE library. If we do not hear from you within ten days, you will be billed for these items and your library privileges at all MORE libraries may be suspended.
11. **Labeling of CDs/DVDs – what works & what doesn't** – Only use labels that are meant for discs. Other labels do not stay on the disc and may cause problems to patrons' equipment.
12. **IUG Circulation Enhancements ballot (vote for 18 out of 61 choices)** - We discussed the ballot as a group. Our recommendations are as follows:  
4/7/13/15/16/18/20/22/24/25/30/31/33/35/38/44/51/57.

**Issues and assignments:**

None

**Adjournment:** 4:12 pm; Motion by Miller, Second by Drkula

**Next meeting date:** Monday, July 11, 2011, 1:30 pm, at Rice Lake Public Library

Respectfully submitted,  
Jennifer Rickard