

MORE OPERATIONS Committee Minutes (*unapproved*)

September 26, 2011

Rice Lake Public Library

Attending: Maureen Welch (IF), chair; Laura Miller (EC); Virginia Kujawa (ME); Wendy Brandt (CF); Chris Byerly (FR); Kathy Setter (MORE) ex officio; Jennifer Rickard (NR); Mark Drkula (RL);
Absent: Mary Vernau (AL); Mary Greatens (RF); Linda Donaldson (HU); Christy Rundquist (PE)
Also attending: Laura Anderson (RL); Renee Ponzio (EC); Leslie LaRose (AU)

Call to order: Meeting called to order at 1:33 pm by Chair Maureen Welch.

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

Approve agenda: **MOTION** (Ponzio/ Drkula) to accept agenda; **PASSED** by voice.

Approve minutes: **MOTION** (Miller/Drkula) to approve minutes of March 14, 2011 as written; **PASSED** by voice.

Issues/announcements from other MORE meetings/committees:

Ogema will be up at the end of December, and Amery will be up the first of the year.

New Business:

1) Holds

A) Many holds on one version/edition of a bib record; should they be moved? Blu-ray versus DVD; book with/without reader's guide.

We have had many holds problems because different formats of DVDs. As a consensus we are okay with MORE staff moving holds to the DVD record from Blu-Ray. Setter will check if we can change bib priority in the OPAC...possibly order records by number of copies.

B) Clear the Holdshelf - # of items, # of holds per patron, handling

People are maxing out number of holds and intern libraries are running out of space when items are coming in for the holdshelf.

At this time we are not looking at adjust the number of holds per patron account.

Libraries need to be very careful when clearing the holdshelf. All items need to be accounted for. We recommend all libraries to scan the holdshelf dates to verify nothing is on there that has expired.

2) Check out limits - libraries with limits on materials by type

Some libraries limit the number of DVDs/materials that can be checked out on patrons account at a time. For most libraries the limiting is done manually while patrons are checking out however, CF has a separate pType that will limit the number of DVDs/AV items that are on the account at one time.

3) Patron Records - Review of format & required fields

A) Names in database, standards (Vanderloo, Van Der Loo, Vander Loo); comma needed;

When entering a patron's name it must be entered in the correct format or it effects patrons logging into Pharos. The correct format is LAST NAME, FIRST NAME MIDDLE NAME (comma after last name, one space, first name, one space, middle name). All patron names must have a comma and it must be located directly after the patron's last name. Please verify as records are being entered and on their yearly update.

Be careful when entering names that could be spelt multiple ways...check all ways in the system before entering. For example Vanderloo, Van Der Loo, Vander Loo .

When entering juniors, seniors, triples, etc. enter the suffix after middle name. This will ensure the correct placement of the name when searching for the patron.

B) Parent's license on juvenile records;

Reminder that all juvenile records must have a parents ID on record.

Watch juv to adult updating...must get their ID, remove parents, update ptype etc.

C) More than one barcode - key cards/regular cards; multiple barcodes to meet same service requirement for e-content.

Only the first barcode in patron record will authenticate for e-content.

D) Patrons who don't want notices

If patrons don't want to be notified for hold pickups, change notice preference to print then don't mail the notices. By selecting none in the notice preference field it just means there is no notice preference. It is recommended to have a list of patrons that don't want pick-up notification. Everyone must mail second notices and bills.

4) OPAC field in Request verification - Cancel if not filled by: (optional)

Do we need this field? Are patrons entering in unrealistic dates?

Drkula made a motion to remove request needed by date when placing holds in OPAC. Second Miller. Pass.

5) Mobile devices - some functionalities of the catalog don't work with this (e.g. freezing holds -no "update" button)

Are we able to remove the columns to remove the boxes or add update feature on the AirPAC? Setter will check if this can be fixed.

6) Transcript messages for TNS and TRS

TRS transactions are cancelled and not renewed if the patron hangs up before all the renewals have been processed.

7) In Transit Lists

All libraries MUST be doing their monthly in transit reports. Materials must be searched for and the owning library is responsible for dealing with the holds on the items...canceling if no other available items, transfer if others are available.

A reminder to all DO NOT delete the in transit message when changing the item status to missing.

8) Courier

A) Presorting for courier

It has been very helpful that libraries are presorting more bins for libraries. In the long run we are hoping this will help reduce our Waltco delivery expenses.

B) Excessive packaging of CDs (Ponzio)

There is no need to tape or put an excessive amount of rubberbands on AV materials. Also, libraries do not even need to worry about packaging CDs for EC items at all as they have unbreakable cases. One rubberband is plenty on any item.

Bubble bags are great, but do not tape them.

Rubberbands for AV materials only, they are not needed for books with good bindings.

Do not overfill bins as it damages materials in the bins when they are stacked.

Courier working group/committee will be meeting October 18, 2011 from 1:00-4:00 at IFLS.

9) AV discs - reported to be "not working"

A) Send to owning library (Ponzio)

If materials are reported as unplayable by the patron, checkin and don't fulfill hold and send the item back to owning library for repair. All notes must be taped on the outside of the materials.

B) What is inspection process (Noted versus Billable) (Miller)

Normal wear and tear of discs (scratches) are not billable to any libraries. Cracks, breaks and missing parts are billable.

10) Billing Procedures/Best Practices

When a bill prints, that is the last automated system notice of that item so make sure that all follow up and copies are made accordingly. Also, make sure to follow up with ILL patrons.

11) iPad checkout update and Freegal update (Miller)

iPads are requestable through the catalog but must be checked out and returned at ECPL. These are available for all patrons, but again, CANNOT go through courier. No libraries can accept an iPad to checkin, you must tell the patron that it needs to be returned to the Eau Claire Public Library.

Freegal – EC's subscription music product. Download field from patron record is set to "0" no downloads, so this will block any other libraries patrons from using their service.

12) Will you be serving on this committee in 2012 & committee topics for next year

Committee members for 2012 – Welch will send out an email to see who is interested as well as to try to recruit more members.

Topics for 2012 –

Circulation policies and decisions manual
Sierra

13) Set next meeting date : Monday , February 13th, 2012 1:30 at IFLS

14) Assignments for next meeting : None

Adjournment: 3:59 pm; Motion by Miller, Second by Brandt

Respectfully submitted,
Jennifer Rickard