

MORE OPERATIONS Committee Minutes *(unapproved)*

February 13th, 2012

IFLS

Attending: Maureen Welch (IF), chair; Laura Miller (EC); Virginia Kujawa (ME); Mark Drkula (RL); Bridgett Krejci (BB); Jane Miller (PR); Karen Furo-Bonnstetter (WO); Kathy Setter (MORE) ex officio

Proxies: Mary Greatens (RF); Chris Byerly (FR); Leslie LaRose (AU)

Absent: Mary Vernau (AL); Jennifer Rickard (NR); Christy Rundquist (PE)

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

Call to order: Meeting called to order at 1:32 pm by Chair Maureen Welch.

Quorum: Established.

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

Approve agenda: **MOTION** (Furo-Bonnstetter/Krujawa) to accept agenda; **PASSED** by voice.

Approve minutes: **MOTION** (Miller/Welch) to approve minutes of September 26, 2011 as clarified;

Clarification to **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.

Clarification: Discussion was on whether a Blu-Ray version of an item, when added to MORE after a "regular" DVD could be moved lower on the OPAC since the "first" version is usually the item that the public will place on hold (and they may not necessarily want the Blu-Ray). Per Kathy Setter - it is not possible to change the order of an item in the OPAC; it is based on date entered. If a library requests that their patron(s) be moved to a "regular" dvd holds list, they may contact MORE staff to do so. Otherwise, holds will remain as placed.

PASSED by voice.

Issues/announcements from other MORE meetings/committees:

There should only be the library patron barcode in the P BARCODE field of a patron record. There should not be any notes, date, or any other messages. When there are superfluous items in that field, it will interfere with the complete TNS process.

Announcements:

Laura Miller updated the committee on the status of the patron who cut/tore out a large number of pages from home interior/landscape type books. She has been arrested and charged with criminal damage to property and Theft of library materials. It is hoped that full restitution for the damaged items is awarded.

Library Books-By-Mail (LBBM) status: This program has stopped sending items out. The collection will now be divided up.

New Business:

1) Introductions – completed for new members attending MORE Operations meeting for the first time.

2) Election of committee officers

Maureen Welch has agreed to stay on as Chair of MORE Operations Committee (unless anyone has an interest).

The Secretary position does need a replacement. Please contact Maureen Welch if you can take on these duties.

3) Report on new libraries:

A) Amery – was “live” on January 3rd. Transition was smooth.

B) Ogema – will go live 2/22/12.

4) Report on Sierra

Sierra is the new ILL platform that will “replace” Millennium. Our consortium is a beta test site. Per Kathy Setter the switch over may be as early as May. Sierra has the same functionalities, although it will visually look different. The public OPAC will not change. Phase 2 (later 2012) will provide some new functionalities. The main change is there will be one login per individual created by initials with authorizations for all modules the individual works in.

Agenda item: New Products to consider moved down agenda to allow attendance by Gus Falkenberg.

5) New library cards and Overdrive

Because Overdrive uses “live” authentication when a patron logs in; if he/she has gotten a new library card, they will not be able to have access to any holds placed with their old card in Overdrive. If a customer does get a new library card, please contact Maureen Welch with the patron name, old barcode and new barcode so that she can forward the information to Overdrive Help desk.

6) 2 patron barcodes

Having 2 library barcodes on a patron record will cause API issues, as the API will only look at the first barcode on the library record. It is recommended that only one barcode be used on each patron record. For libraries using a “key” card which has a different number, have the patron choose with library card they wish to have (when getting new card). For those that already have 2 barcodes, attempt to narrow to one at a patron visit by having them choose the barcode/card they wish to use and deleting the other.

7) Circ active date – what changes it?

Kathy Setter provided a list of those patron actions that will alter the Circ Active date in the patron record. Initially, it was basic check in, checkout and holds activity, but now includes any API related activity.

8) Procedures for handling items with wrong pick-up location

When an item has no other hold, this can be easily resolved by replacing the hold with the correct pick-up location, canceling the hold with the wrong pickup location, and re-scanning to trigger the corrected hold, and then send as usual via courier.

When there are holds: The committee recommends that the hold be canceled and the patron moved to the top of the holds list by contacting IFLS MORE or ILL staff to make the change in priority. If it is an evening or weekend, wait for the next business day so the changes can be made and the item scanned

back in to go to the correct pickup location. The patron may lose a day or two; however, it was the patron's action of choosing the wrong pick-up location that caused the problem in the first place. When items are just forwarded on to the true pick-up location, and not checked in or replaced, the item is "in limbo" and can easily be lost.

**9) New Products to consider (INN appreciation points)
(moved from previous location on agenda)**

Gus Falkenberg provided a list of INN-Appreciation Rewards that represent III products that can be "purchased" with points that are rewards given to MORE for its participation as a beta site for Sierra. Members reviewed several options; members were encouraged to review the list through the IFLS website so that explanations of the various products would be available. Input can be sent to Gus Falkenberg.

10) Keeping track of Clear the Holdshelf numbers for a week

MORE Libraries will be asked to keep track of the number of clear the hold shelf items that require courier (either back to owning library or onto next hold). This will occur the same week at the courier delivery study.

11) Circulation Policies and decisions manual

Lori Roholt has been working on this project which is a compilation of MORE meeting recommendations and decisions on both policies and procedures. MORE policies can viewed from the Administration area on the IFLS/MORE website. The procedures are in the training page of this site. A discussion of up to 3 past procedures and/or recommendations will be reviewed at subsequent MORE Operations meetings. Contact Maureen Welch if you would like a specific procedure to be reviewed at the next meeting.

12) Set next meeting date: Monday , April 30th, 2012 1:30 at Menomonie

14) Assignments for next meeting: Circulation procedures (up to 3) from the Circ decisions/policy manual project.

Agenda completed.

Adjournment: 3:50 pm

Respectfully submitted,
Laura Miller