

## **MORE Operations Committee minutes**

(Unapproved)

**Location:** Woodville Public Library

**Date:** Monday, November 5, 2012

**Time:** 1:30 – 4:00 p.m.

**Attending:** Maureen Welch (IF), chair; Leslie LaRose (AU); Bridget Krejci (BB); Laura Miller (EC); Christy Rundquist (PE); Mark Drkula (RL); Mary Greatens (RF); Karen Furo-Bonnstetter (WO); and Kathy Setter (MORE) ex officio; Virginia Kujawa (ME); Jennifer Rickard (NR); and Jane Miller (PR).

Also attending: Renee Ponzio (EC); Laura Anderson (RL); Christine Jones (AL); Diane Bergeron (CF); Gus Falkenberg (IF); Noah Pierre-Johnson (IFLS intern)

**Call to order:** Meeting called to order at 1:34pm by Chair Maureen Welch.

**Establish a quorum:** Established.

**Volunteer to take minutes:** Renee Ponzio agreed to take minutes for the meeting.

**Certification of compliance with Open Meeting Law:** Compliance with Open Meeting Law was satisfied.

**Introductions:** Each person present introduced themselves and what library they were from.

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

**Approve minutes from previous meeting:** **MOTION** (Miller/LaRose); **PASSED** by voice

**Issues from Other MORE Meetings/Committees:** None

**Announcements:** Laura discussed the patron who was cutting pages out of the consortiums books. It has been a year and will be the 3<sup>rd</sup> court appearance on this. \$1,400 of damaged materials; when settled 18 to 20 libraries can expect to get a share of this money.

### **New Business:**

**2013 Ops Committee – do you want to serve?** : All present confirmed they would remain on the committee. Maureen will send out a message asking if anyone new would like to join the committee.

**Report on Sierra:** Gus reported that there would be a Sierra upgrade today (Nov. 5<sup>th</sup>) – 54B. A lot of fixes have been put into the upgrade. There were some delays such as e-commerce. At this time there are 100 help desk tickets open.

**Drivers' License on patron records (format & duplicates):** Several Libraries are having problems with patrons having duplicate drivers' licenses in the system. The suggestion was to do the drivers' license information first then go back and fill in the rest. After discussion the consensus was not to add F, D or M. Put out of state or country designations in ( ) only not M, F or G to designate whose it is. IFLS will send out the change in procedures.

**Institution Cards – required information:** Maureen discussed the P type 14 or 22. The institutional cards need to have a contact person and a person who is financially responsible if not the same person. Laura offered to share LEPMPL policy with those who were interested. The person's name should go into the first line of the address field. Institutional cards have separate loan rules.

**Procedures & policies for linking patrons:** Gus asked what the group did use linking patrons for. Most link family members, households, authorized person to pick up holds. Gus stated that there was no reason to link households. Do not volunteer information, the patron must ask for it. In addition libraries can't block on household. Information can't be shared just because patrons are linked. Fine information can't be disclosed either unless the person is 15 or younger. Wisc 43.30, 43.52 sub sec. 2. It is important that all libraries in the consortium be consistent. Kathy S. will send out information on how to create a patron record. All staff in every library need to understand the patron privacy policy.

**ILL loan period for TV series DVDs:** after discussion it was agreed that DVD and VHS would go out for 3 weeks, everything else 4 weeks. Kathy S. will make sure that other libraries in the consortium do this. The courier is slower for some items than others depending on where the item is coming from. TV series will change to 4 weeks due to multiple DVDs.

**Renewing items – staying within policy:** Some items are being renewed 5 and 6 times. Only 2 renewals are allowed. In one library an item was renewed 27 times. Laura encouraged the other libraries to check on renewals especially if they notice questionable activities. Laura runs the renewal report twice a month. By not staying within the renewal policy, other patrons are being short changed especially when the item has holds.

**Extending due date – information about this process:** Some problems have occurred where an item was renewed and didn't get a fine. This is a concern for the LEPMPL Business Manager. There must be a 3<sup>rd</sup> renewal in order to see why there wasn't a fine. There does not seem to be a way to track this activity. Laura M. Sent and IFLS ticket on this. Some kind of prompt is needed. The fine system is being by-passed. Fines are not triggered until final check in.

**Procedures for noted damage & billable damage forms:** fill out form fully. Laura M. showed examples; take responsibility for what the library's customers do. Do not check in if there is billable damage. Remember if the library thinks this happened in the courier they need to notify Maureen right away. She has a window of 72 hours to report this to the courier service.

**How to handle not filling holds for damaged items:** If the material is considered damaged do not send on to the next hold. Send back to owning library who will determine the next step. Don't trigger hold if parts are missing, send back to owning library.

**Upcoming changes to MORE Training web page:** Lori Roholt is working on the changes to the website. Adding courier procedures was suggested and will be added. When the WIKI is done the libraries will be able to print out the information they want. Laura M. suggested that MORE procedures also be added to this page.

**Set next meeting date:** February 25, 1:30 at IFLS

**Issues and assignments for next meeting:**

- Bar code ranges for patrons– getting statistics by bar code range.
- Problems with OneClick or Overdrive.

**Adjournment:** Motion to adjourn (Miller/ Greatens) **PASSED:** by voice