

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

**August 26th, 2013**

**Rice Lake Public Library**

**Attending:** Maureen Welch (IF), chair; Laura Miller (EC); Virginia Kujawa (ME); Mark Drkula (RL); Diane Bergeron (CF) Christy Rundquist (PE); Kathy Setter (MORE) ex officio; Jennifer Rickard (NR); Mary Greatens (RF); Karen Bonnsetter (WO); Chris Byerly (FR);

**Absent:** Jane Miller (PR); Leslie LaRose (AU); Christina Jones (AL)

**Also attending:** Renee Ponzio (EC); Debra Scherz (BN)

**Call to order:** Meeting called to order at 1:36 pm by Chair Maureen Welch.

**Quorum:** Established.

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

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

**Approve minutes:** **MOTION** (Rundquist/Bonnsetter) to approve minutes of 5/13/13.

**PASSED** by voice.

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

Lori Roholt is in process of updating the MORE Training Page. Please let her know of missing points; clarifications or other that may be beneficial to this update.

### **Announcements:**

Chippewa Falls PL will be closed for a re-carpeting project September 13<sup>th</sup> – October 15<sup>th</sup>. When Chippewa Falls items are checked out there may be extended due dates so that items are not returned to the Chippewa library.

Maureen will be sending out an email soon regarding the need for all libraries to inspect and clean courier bins. The inspection is to find those with cracks or poor fitting lids that can be withdrawn. Maureen is looking at a purchase of approximately 100 new bins.

Kathy Setter reviewed the new options of libraries' being able to change what is printed on their own libraries' due date slip; in addition it is now possible to change what is shown in a patron record and in which order. This is "per log in" and can be accessed through the Edit/Preferences area in Circulation Desk function.

### **New Business:**

#### **Patron Record Issues:**

##### Addresses in patron records:

Reminder to all that PO Boxes should be the 2<sup>nd</sup> line in the ADDRESS field (above city/state/zip) so that when overdues/bills are mailed they are sent to the appropriate mailing address.

There are several methods for entering temporary vs seasonal patron addresses based on that patrons' Residency use (own land vs rentals).

There has been a suggestion to use the NOTE field (vs or in addition to the ADDRESS2 field) for ILL patron record addresses. With the new function to "hover" over the "i" in a patron record which includes the note field is a short cut to going fully into that patron record for the address.

Mark Drula asked whether middle names can be excluded when printing overdues and bills. Kathy Setter will look into that.

### Minors' patron records

Minors should only have one library card. It is not an issue if a child "linked" does not have the same last name or address to those in that linked group (see below).

### Linked patron records

The linked facet in the patron record is "informational" for staff only (not patrons) and used as a way to connect families and family accounts and also those authorized to pick up others' holds. Laura will send Kathy the Holds Authorization Form used the past 4 years at LE Phillips.

### Institutional patron guidelines

After discussions of institutional (PTYPE 14) and institutional (PTYPE 22) the committee agreed that there should be more defined guidelines of what these PTYPEs are and how used. Each library can decide which based on Board policy.

## **Processing and Billing fee issues:**

### Billing fees

Billing fees are used by several libraries. When a patron pays for an item, the billing fee is attached. When an item is returned, the billing fee is replaced by the "maximum overdue fee" set up for that library (usually \$5.00). When a customer pays for an item that is NOT billed (when item is Marked Lost) that fee was suggested to be removed (the system adds this fee as part of the Mark Lost process).

### ILL Loan Rules/Loan Periods for ILL Patrons

Per Maureen, the ILL Loan Rules will increase by 1 week for each category starting the first of the year (January 2014) due to a 4 day/week delivery vs the 5 day/week. Items are taking longer getting to the library that has requested this ILL which has shortened the time the patron has to keep it. She will be reviewing with other consortiums whether other libraries will reciprocate (so our patrons receive ILL's with extended due dates as well). Maureen stated that if a MORE library wants a different due date, they can change date at checkout.

Currently, when an ILL "bills" there is a \$10.00 processing fee added. The committee agreed that this "random" charge should be removed from whatever loan rule creates this fee.

## **Review of Damaged items procedure:**

### Items damaged in Courier

Per Maureen, any items that are received in courier "wet" mostly like are due to some bin leakage. Libraries receiving these wet items in courier should contact Maureen right away even if it is NOT their item. This way she can be assured it happened in the courier and can reimburse the appropriate library.

### Procedural clarifications

Noted damage items may be assessed at the owning library as "billable". It is up to the owning library to assess. Contact should then be made to that library of last transaction.

Do not add a charge to a patron record for items received that are damaged and require reimbursement. Send it back to the library of last transaction to determine who will pay this cost. It is necessary for that owning library to monitor payment; unfortunately.

Don't send damaged items to fulfill a hold. Once an item is checked out and the "library of last transaction" is created, it is possible for that library to be held accountable for reimbursement.

Don't send AV items in which your patron has indicated "does not work" to fulfill a hold. This should be returned to the owning library.

Procedural change recommended that if an item is returned by your patron at your library "damaged" (in which your library would require replacement); libraries should handle directly with their customers. It is best to handle right away with your customer so that the patron has an opportunity to "see" the item, and once paid for, may have it (which is the majority). MORE discussion included the need to talk with each other about any questions/concerns about damage. Taking a picture is an option if there is a question whether the library will charge or not.

It was recommended that a flow chart procedure may be more helpful.

It was concluded that damaged items are a very grey area and that it requires good communication between libraries. Items will be damaged – some new, some old, which is part of doing business.

**Issues and assignments for next meeting:**

Updated MORE Circulation Guidelines/Policies "chart". This is a very helpful tool that most libraries use on a consistent basis so accuracy is important.

**Set next meeting date:** Monday, November 18th, 2013 - 1:30pm at Hudson PL or River Falls PL(?)

**Agenda completed.**

**Adjournment:** 4:00 pm

Respectfully submitted,  
Laura Miller