MORE OPERATIONS Committee Minutes *(unapproved)*
March 31, 2014
IFLS

Attending: Maureen Welch (IF), chair; Megan Olson (CU); Laurie Braun (EL) Laura Miller (EC); Virginia Kujawa (ME); Mark Drkula (RL); Diane Bergeron(CF) Kathy Setter (MORE) ex officio; Jennifer Rickard (NR); Mary Greatens (RF); Karen Furo-Bonnstetter (WO); Chris Byerly (FR) Martha Spangler (AL)
Absent: Christy Rundquist (PE); Kelly McBride (OS)
Also attending: Renee Ponzio (EC); Lori Roholt (MORE/IFLS)

Call to order: Meeting called to order at 1:30 pm by Chair Maureen Welch.
Quorum: Established.
Compliance with Open Meeting Law: Compliance with Open Meeting Law was satisfied.
Approve agenda: MOTION (Furo-Bonnstetter/Byerly) to accept agenda; **PASSED** by voice.
Approve minutes: MOTION (Greatens/Rickard) to approve minutes of 8/26/2013.
PASSED by voice.

Issues/announcements from other MORE meetings/committees: None

Announcements:

Kathy Setter updated the committee on the ENCORE product. IFLS is waiting for training by III. The current version of the MORE Catalog (in the future referred to as the "classic" catalog) will continue to be available.

New Business:

New IFLS Website: Maureen did a brief visual and oral presentation on the new IFLS website. MORE Ops committee information and MORE training are in the Knowledge area of the website. It is best to log-in prior to visiting these areas (log-in is on the bottom right of the web page). Courier/Delivery information is in the How-to area. Maureen is working on printing out Flags. Committee recommended a Forms area for quicker access to items printed frequently. IFLS alerts will show under the IFLS logo on the top of the website only if an alert is in place.

Patron Registration Cards:

The current registration card was distributed. The committee discussed the ability to have this form include an internet use policy or agreement signature area; however libraries' agreements at this time are not uniform enough. The committee requested that for choices of notification, that they be placed in the following order: email first, then text, phone and then mail. Some patrons choose each option and then give an email address. There was discussion on the STAFF USE ONLY area and which areas are completed by staff (or not). It was decided that Lori re-configure that area slightly given input of committee and send out to all libraries for feedback.

There were various situations discussed in which a new library application should be completed. It is essential for all juveniles who become adults. Other times are when a name change occurs and when a patron moves to another ACT 150 location.

Chris Byerly inquired whether there can be cross library system sharing regarding whether a patron has a library card. John Thompson came in to provide information on this question: He stated that information can be shared; however, should only be based on whether a patron in question has a "valid" library card. "Valid" is not defined. He stated that information for children can only be shared with a parent; with a parent inquiry and not randomly by other (library/family member). And child is defined as under 16. Children are provided privacy except by request of the custodial parent.

Patron Records:

It is important that on the original application, the INPUTTER field in completed as this indicates the location in which this original application would be stored. Updates can be noted in that field when this occurs at another library. Kathy Setter suggested that the patron template include EC/__ (as an example) with staff only needing to press Shift and initials (so lower case). It is important to have library initials in caps first/initials lower case second for clarification of where created).

The format for names on patron records should be based on the legal name on the patron's ID. For those with Mc or Mac or O should be entered as written; however, to avoid duplication of records it may be helpful to do a name search with both the space and without.

Home Library does not necessarily match a patron's PTYPE because the Home Library field's guidelines for when a municipality has a public library is set (If Altoona (ACT 150 = 9 then home library = al). Because Chippewa, Menomonie and Eau Claire have unique PTYPES for the Collection Agency some may be different. The home library field used in statistics is for a count of persons in a specific municipality have a library card.

Per John Thompson's discussion above, and clarification by Mr. Thompson mail sent to juveniles should be sent in the child's name, not "to the guard of" and therefore parent's name should be in the NOTE field.

There are patrons who have no written ID (e.g. Amish patrons) in which there are other various forms of ID that could be used. The valid driver's license and/or State ID is most requested.

Patrons using Card App (instead of physical card):

Although there are inexpensive scanners which can read a library barcode on a Smart phone; these do not scan other barcodes well or consistently.   The best scanners for use with most circulation functions do not read from a "shiny" phone screen. Each library can determine if/how they want to assist customers with this app.

Payment Procedures:

It is recommended that partial payment for other libraries items not be done. This leaves a balance that could allow patron checkout under the $10 block limit.

Rental fees should only be paid for at the library which entered the fee; otherwise reimbursement would be required. Some libraries take payment right away for rentals; some libraries add the charge.

Kathy indicated that patron records older than 3 years which have less than $5.00 in fines be deleted from the system; regardless whether they are the owning libraries fines or other libraries fines.

Damaged Materials Procedure:

If an item circulates with damage, the library should note the damage on the inside front cover of the book. This physical marking must be done. Notes on item records are secondary. River Falls PL uses a label that they print out. Mary G will provide a copy for other libraries to use if they wish. The Noted Damage form should not be used as this method to let other libraries know about damage.

Any item damaged in courier (generally an item that is wet) should be reported to Maureen immediately.

Community Information Directory:

This is an III product used most exclusively at Eau Claire PL. Renee and Reference staff have been updating records on this directory for some time; however, items in this directory in another libraries' area needs to be kept to date by that local library (or removed). Access to the CID is via a separate log-in that Lori can assist providing to those libraries' interested in reviewing this database for their local community information.

Circulation Period for new books:

Several libraries have loan periods for their new items for 14 or the regular 21 days based on the item type and for Fiction, the number of pages. Laura suggested that libraries take a look at whether they would consider using some guideline for allowing 3 week checkouts for items that exceed 400 or more pages. The committee agreed that having to read the Bully Pulpit in 14 days was overwhelming. This could be considered for libraries who have new item loan periods in ITYPE and not in item location.

Home Delivery Patrons and DVD circulation:

With a large Home delivery population that enjoys "family" movies; Renee requested on behalf of the Home Delivery Coordinator at Eau Claire if other MORE library DVDs can be placed on hold and checked out to a Home Delivery Customer for the 4 week loan period. This would be very DVDs without holds. All were in agreement.

Innovative/IUG Enhancement Report:

Kathy updated the group that the votes for IFLS for enhancements were sent in and if anyone was interested in what IFLS voted on (representing all in MORE); they could contact her.

Project WIN:

At this time, a 3 library system meeting scheduled in Ladysmith on April 23rd has been postponed so that individual systems can meet with their own representatives about Project WIN. For IFLS, this will be the same date; but at Menomonie Public Library. Phase II reports that were due in mid-March were extended to provide more time for those committees to complete this step.

Procedures of Temporary Closures:

There is a procedure in place, so those libraries which will be closed for more than 1 week should review the procedure to assure smooth transitions with materials (courier) during that time.

Issues and assignments for next meeting: None

Set next meeting date: Monday, July 28th, 2014 - 1:30pm at Woodville PL

Agenda completed.

Adjournment: 3:50 pm

Respectfully submitted,
Laura Miller