

MORE OPERATIONS Committee Minutes (*unapproved*)

October 13th, 2014

Woodville Public Library

Attending: Maureen Welch (IF), chair; Megan Olson (CU); Laurie Braun (EL) Laura Miller (EC); Joleen Sterk (ME); Mark Drkula (RL); Diane Bergeron (CF) Kathy Setter (MORE) ex officio; Jennifer Rickard (NR); Heather Johnson (RF); Karen Furo-Bonnstetter (WO); Chris Byerly (FR) Martha Spangler (AL); Christy Rundquist (PE);

Absent: 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/Spangler) to accept agenda; **PASSED** by voice.

Approve minutes: **MOTION** (Furo-Bonnstetter/Blanshan) to approve minutes of 3/31/2014.

PASSED by voice.

Issues/announcements from other MORE meetings/committees:

Two new MORE policies approved by Director's council will be effective as of 10/27/2014:

1. Fine-waiving program policy
2. Use of cards by library business

These updates can be found on the IFLS website.

Announcements:

There is now a MORE Committee member email list on IFLS/MORE website.

New Business:

Damaged Items Policy and Review: MORE libraries continue to have issues with areas of this policy. This includes not sending a damaged item with a Billable damage form to the extreme of sending items with a Noted damage form (back to the owning library) that isn't necessarily damage a library would stamp inside/write inside about the damage. The committee discussed the need to re-vamp the form for improved communication about these issues. It was recommended that a sub-committee be established to review the policy and issues and attempt to make areas clearer. Until then, the best approach is to communicate between libraries. There should be a name and email for the contact person at a library regarding damage.

Claims Returned Policy and Procedures: MORE libraries should not be using the status of "claims returned" (z) for other MORE library items. Each situation will be different and libraries are encouraged to handle internally between the libraries involved (when a patron disputes).

Text on notices: Some text notices for bills (when marked lost) and/or cancelled holds are confusing for customers. Print templates are available to create language that is preferred. Lori will review these notices and send some suggestions for changes for libraries to review.

Institution cards – Policies and Procedures: MORE libraries are encouraged to have guidelines or a policy on application for and use of institutional cards, especially relating to who would be financially responsible for lost/damaged items. Items from *other* MORE libraries checked out on an institutional card should not have the due date extended (can extend own item due dates). Libraries need to be aware of how some school institutional cards are used as it relates to personal teacher use vs. institutional checkouts.

Juvenile patron type policies: Because Wisconsin confidentiality laws prohibit providing library card information of a “juvenile” 16 years old and up through 17 (although parent required to sign application); it may be helpful to have a “pop up” message indicating the age to assist staff with not breaking that juvenile confidentiality rights at age 16.

Last patron information: This information in an item record has been zeroed out by IFLS on a quarterly basis; however, instead of only those with a status of “available” it will now also include other statuses; such as Billed.

Item paging slips and privacy: Only ILL item level paging slips should stay in a book when sent to another library. Item level paging slips going in courier to another MORE library should just have an in-transit slip. MORE libraries should print paging lists vs. individual paging slips except for ILL items.

TNS upgrade: Both the hardware and software of this III product will need replacement in the near future. Sound file will be re-recorded. MORE members should provide Lori R suggestions for alternate recording messages for consideration.

Issues and assignments for next meeting: None

Set next meeting date: Feb in Chippewa Falls

Agenda completed.

Adjournment by consensus: 4:00 pm

Respectfully submitted,
Laura Miller