

MORE OPERATIONS Committee Minutes (*approved*)

March 30th, 2015

Chippewa Falls 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) Kim Hennings (NR); Heather Johnson (RF); Karen Furo-Bonnstetter (WO); Chris Byerly (FR) Martha Spangler (AL); Leslie LaRose (AU);
Absent: Kelly McBride (OS); Christy Rundquist (PE); Kathy Setter (IF/MORE)

Also attending: Renee Ponzio (EC)

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** (Miller/Drkula) to accept agenda; **PASSED** by voice.

Approve minutes: **MOTION** (Furo-Bonnstetter/Sterk) to approve minutes of 10/13/2014.

PASSED by voice.

Issues/announcements from other MORE meetings/committees:

High Demand Holds:

Announcements:

Laura Miller (EC) has new name: Laura Amenson.

New Business:

Election of new Chair and Secretary:

Nomination: **MOTION** Sterk/ Furo-Bonnstetter) to elect Martha Spangler as Chair of MORE Operations Committee; **PASSED** by vote.

Nomination: **MOTION** Hennings/ Spangler) to elect Karen Furo-Bonnstetter as Secretary of MORE Operations Committee; **PASSED** by vote.

Item editing permission for circ logs: Consensus that Circulation staff have limited item record “editing” that would allow adding a MESSAGE or changing an ITEM STATUS to improve communication, especially regarding damage and/or missing parts. Lori Roholt reminds all libraries that any damaged items that are circulating need to have a “damage note” in the item; an item MESSAGE in the record is optional with this situation.

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.

of disc labels on AV materials: MORE Operations re-iterated the importance that all libraries indicate the number of discs contained in a multiple disc set be labeled clearly on the front (even if the book jacket has this in their design). All MORE operations members agreed that a barcode label on each disc is extremely helpful for inspection and accuracy. It was highly recommended that libraries label the discs with a barcode label on each with at least the last 4 digits of the actual barcode or provide this written on the disc. It is most helpful with TV series.

Email addresses on ILL patron records: This needs to be only in the NOTE field of an ILL patron record as “informational”.

Patron Expired Dates: An expired patron record will show the EXP DATE as “yellow” in color; prompting staff to update that patron’s record. This should be done consistently when patrons interact with staff at the desk. For those libraries with Self-checkout; this process is more difficult because the EXP DATE does not block transactions of this sort. It would be helpful to have some type of “create list” to catch active patrons with expired records to tag for updating. Mark Drula thought there may be a way to add a message to those specific cards that can be seen at the Self-checks and allow the update to occur by having the patron interface with the desk staff. He will check into this and get information to Lori.

Frozen holds: This “known” issue appears to be when customers in My Account will place a hold on an item already on hold for them; the system assumes they want to “change” it somehow which is then to freeze it. Since holds expire after one year on a card; libraries are asked to let IFLS know if an item, with holds, are at that 365 date or near because of a delayed publication date.

Reimbursement form: When payment is sent to another MORE library for an item/part paid for at your library, there should be documentation as to what the payment is for that identifies the item/part. A copy of the reimbursement form (form area) provides good information. Maureen also reminded MORE Operations members to not send cash via courier.

Gathering statistics on damaged materials: An Ad Hoc committee will meet to review the current Noted and Billable Damage forms. Any ideas or suggestions are welcome; including any examples from outside the consortium. It is still important to remember to NOT add charges to another Library patron’s record when an item is returned with a Noted damage form. If an item is unacceptable to circulate, send it back to the library of last transaction to assess and place the charge on the patron record or handle the reimbursement out of their library funds.

IUG Conference questions: The IUG conference will be held in April. Several IFLS and MORE library members will be attending, so any questions that folks had to be asked/found out at IUG are to inquire with those members attending this upcoming session.

Issues and assignments for next meeting:

Mark Drkula will look into a Self Check “message” for use with expired patrons

Ad hoc committee on damaged items to be formed and form samples reviewed.

Set next meeting date: June 29th 2015 Cumberland Public Library

Agenda completed.

Adjournment by consensus: 4:00 pm

Respectfully submitted,

Laura Amenson