

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

**September 19, 2016**

### **Indianhead Federated Library System**

**Attending:** Sarah Adams (St. Croix Falls Public Library), Laura Amenson (L.E. Phillips Memorial Public Library [Eau Claire]), Diane Bergeron (Chippewa Falls Public Library), Laurie Braun (Ellsworth Public Library), Mark Drkula (Rice Lake Public Library), Kim Hennings (Carleton A. Friday Memorial Library [New Richmond]), Heather Johnson (River Falls Public Library), Kathy Setter (IFLS), Martha Spangler (Altoona Public Library)

**Absent:** Karen Furo-Bonnstetter (Woodville Community Library), Leslie LaRose (Augusta Memorial Public Library), Christy Rundquist (Pepin Public Library), Joleen Sterk (Menomonie Public Library)

**Also attending:** Krissa Coleman (Hazel Mackin Community Library [Roberts]), Maureen Welch (IFLS), Lori Roholt (IFLS)

**Call to order:** Meeting called to order at 1:37 pm by Chair Martha Spangler.

**Quorum:** Established.

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

**Approve agenda: MOTION (Hennings/Drkula), passed**

**Approve minutes:** Correction to attendance list, typos fixed. **MOTION to approve with changes (Hennings/Adams), passed**

**Issues/announcements from other MORE meetings/committees:** Roholt noted that the MORE Executive Committee sent the issue of courtesy notices back to Ops to make further recommendations on notice specifics.

**Announcements:** None

### **New Business:**

#### **Temporary P. types**

Patron types (PTYPES) 11 and 12 are temporary patron types with a 2-item limit and the same checkout limit as standard patron types respectively. The use of these patron types is largely governed by local policy. Many libraries set an earlier expiration date for temporary patron types, sometimes to the end date of the patron's temporary residency. The "Seasonal" patron type typically indicates the patron returns to the community annually.

Temporary patron cards issued to students outside the standard MORE registration procedure were discussed. While many libraries have students complete the standard procedure, some do not. In the latter case, the patron record should clearly indicate the nature and limitations of the account, and patrons must be limited to checking out items from the library creating the account.

[Heather Johnson, River Falls Public Library, arrived at 1.50 p.m.]

#### **Damaged Item Procedure and Damage Forms**

Roholt showed a draft of a damaged item form for use in place of the existing, separate "billable" and "noted" damage forms. Lengthy discussion ensued, noting situations in which no form is helpful, that pooled funds for disputed situations might be useful, that the circulating library/library of last transaction must be the one to communicate with the patron about the damage, and that checking in damaged items was an ongoing problem.

Suggestions for improving the draft form: make "Do not check in" very prominent, consider adding a section for damaged items arriving from other libraries to fill holds, reword "contact damaged item contact..." section. The committee suggested continuing to develop the unified form and gathering

opinions more widely. It was also suggested that, while problematic, we don't have a measure of the relative significance of damaged items in terms of financial loss and staff time.

[Sarah Adams, St. Croix Falls Public Library, left at 3 p.m.; Kathy Setter, IFLS, left at 3:30 p.m.]

**Packaging Items for Courier.**

As noted on the IFLS website, packing courier bins with books spine-to-spine is "encouraged but not required." Libraries are advised to avoid packing AV items at the bottom of bins, but keep in mind that sorters at Waltco re-pack bins anyway.

**Courtesy Notice Details**

At the June meeting, the Operations Committee made a recommendation to Directors Council to turn on courtesy notices. MORE Executive Committee requested further details from the committee regarding the number of days before item due dates to send, the time of day to send, and the text included.

**MOTION (Amenson/Bergeron):** Send courtesy notices for 7-day loans 2 full days before their due dates and for 14- and 21-day loans 3 full days before their due dates; send notices at 9 p.m.; and include the following notice email subject and text:

Subject: Library Courtesy Notice

Text: The following library items are checked out to you and are approaching their due date. Please return or renew these items.

Log in to your library account from [www.more.lib.wi.us](http://www.more.lib.wi.us), or call your local library or 1-866-MY-RENEW to request renewal.

**Motion passed**

**Set next meeting date:** December 5 at 1:30 p.m. at Chippewa Falls Public Library

**Agenda completed**

Respectfully submitted,  
Lori Roholt