

MORE OPERATIONS Committee Minutes (*unapproved*)

March 13, 2017

Rice Lake Public Library

Attending: Chair Martha Spangler (AL); Laurie Braun (EL); Karen Furo-Bonnstetter (WO); Ellen Rosenow (AM); Bonnie Clausen (BA); Diane Bergeron (CF); Laurie Braun (EL); Krissa Coleman (RO); Paula Stanton (EC); Kim Hennings (NR); Claire Parrish (RL)

Proxies: Maureen Welch for Kathy Setter (IFLS); Theresa Dodor for Joleen Sterk (ME)

Absent: Leslie La Rose (AU); Heather Johnson (RF) Christy Runquist (PE); Kelly McBride (OS); Christy Runquist (PE)

Also attending: Renee Ponzio (EC); Lori Roholt (MORE/IFLS); Maureen Welch (IFLS)

Call to order: Meeting called to order at 1:30 pm by Chair Martha Spangler.

Quorum: Established.

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

Approve agenda: MOTION (Hennings/Stanton)

Approve minutes: MOTION (Ponzio/Welch)

Issues/announcements from other MORE meetings/committees:

Heather Johnson was not able to connect via go to meeting or phone. In the minutes from the last meeting Heather had wanted the committee to address accurate record keeping concerning residency at the next meeting. This should be placed on the agenda for the May meeting.

Announcements:

Business:

Institution Cards/Other Special P. Types

The two institutional card types are 14 and 22-noncharging. Who qualifies for which is determined by local policy. In the initial discussion of when would you use 14 instead of 22 several libraries use 14 for a business and 22 is reserved for nonprofits. The question arose about a home day care – do they qualify as an institution? Kim and Paula both expressed that in that case it would be a business and able to pay the fines. Kim stressed libraries have a policy concerning institution cards. Laurie Braun said Ellsworth would like some recommendation or direction on developing the policy to move the decision process along at their library. Next the discussion moved to schools some of the libraries only give institution cards to the library media specialist or a designated school representative and everything goes through that contact person other give classroom cards to teachers. Some teachers pay the fines and lost materials charges on their own.

Lori Roholt plans to survey who has a policy, who is issuing what type of card and the number of institution cards and also draft an example policy. Paula Stanton said Eau Claire goes through the institution cards every two years and asks for letterhead and confirms the information on the account. Everyone was in agreement about the information that must be included on the institution patron record. Paula asked that the home library field not be changed on institutions. Kim suggested this go in the note field indicating who has the letterhead or where issued. The final recommendation is to put in the note field as to where the card was issued.

It was felt the higher hold limit was not an issue. Some libraries felt the limit was too low since some of their institutions had 2 cards to accommodate the number of items they check out and have on hold. The concern about holiday books not being available- it is simply a courtesy to not take all.

The loan periods on 22 is 4 weeks for all materials and on 14 it is 3 weeks for DVDs and 4 weeks for everything else. To be consistent it was recommended that everything be 4 weeks on both institution cards.

On the question of fines – because of some of the unusual I-types it was recommended that for the 14 institution card that the standard fine rate of 10 cents a day for books and \$1 a day for DVDs. On both 22-noncharging and 14 fines would occur for Lucky Day items, ILL, and rental items.

It was recommended that on the expiration date it is time to check that the responsible person was confirmed or updated to someone new.

Noted/Billable damage forms:

Kim Hennings said her staff's feedback was similar to what was expressed at Amery. Over all the feedback was positive, CF staff liked having one form; some suggestions included:

- Moving the bottom fill out portion to the top: having the owning libraries info on the top

- Set it up as a flag with the owning library on the top

- Add to the procedure that the item should be backdated when received by the owning library

- There should be space to indicate the page # of a tear or damage

- A place to indicate a broken case

- Go with yellow as a color choice for printing the form

Lori will bring the new form to the next Operation's meeting and after approval there will be a roll out of the new form.

Kim expressed concern that libraries not put actual patron names on the slips that libraries either use patron number or patron barcode.

Other courier concerns:

Reminder that CDs be sent in bubble wrap also if in a sorted bin put CDs on top of the bin. In general, it is a good idea to put CDs at the top of bins to prevent damage.

Libraries should only presort bins when the bin is at least $\frac{3}{4}$ full.

Bin cleaning will take place in August this year however if you have really dirty bins they should be cleaned before then.

The delivery study will take place the first week of April this year.

Updating patron records:

Paula Stanton brought up the Eau Claire patron type can be sent to collections so if a patron with an Eau Claire card moved to a new area their patron type should be changed so they don't get sent to collections by Eau Claire. However, if the person was already sent to collection and then moved do not change the p-type.

The question came up if there was a way to let people know their card had expired before they were blocked from some function?

Also when cards are updated that the expiration date is 1 year from the date unless the card has been expired for some time and the new expiration date will be approaching within a few months. Some cards had been coming up with a 2020 expiration date. Many felt it was possibly a typing error.

Election of Officers: Kim Hennings nominated Martha Spangler as chair and Karen Furo-Bonnstetter as Secretary. Krissa Coleman seconded the motion and all were in favor.

Other:

The question was asked on how to deal with a patron with dementia. Some suggestions included;

- Does the patron have an appointed guardian to take care of things for them?

- Seek the advice of the local agency on ageing and seek input from them

- Come up with and internal procedure to deal with lost items and overdues

Set next meeting date: May 8, 2017 at River Falls at 1:30

Adjournment: (Furo-Bonnstetter/Rosenow)

Respectfully submitted,

Karen Furo-Bonnstetter