

Open Meeting Notice
(THIS IS INFORMATIONAL--NOT PAID ADVERTISING)

MORE Operations Committee
Monday, May 8, 2017
1:30 – 4:00 p.m.

River Falls Public Library
140 Union Street, River Falls, WI 54022
715-425-0905

AGENDA

Attending: Martha Spangler (AL), Ellen Rosenow (AM), Leslie LaRose (AU), Bonnie Clausen (BA), Diane Bergeron (CF), Laurie Braun (EL), Kathy Setter (IFLS), Paula Stanton (EC), Joleen Sterk (ME), Kim Hennings (NR), Claire Parrish (RL), Heather Johnson (RF)
Absent: Krissa Coleman (RO), Kelly McBride (OS), Christy Rundquist (PE), Karen Furo-Bonnstetter (WO)
Also Attending: Lori Roholt (IFLS)

Call to order

Meeting was called to order at 1:40 PM by Spangler.

Establish a quorum

Quorum was established.

Certification of compliance with Open Meeting Law

The meeting was in compliance with open meeting laws.

Introductions

Approve agenda

Rosenow (AM) moves, Sterk (ME) seconds. Motion approved.

Approve minutes from March 13, 2017 meeting

Hennings (NR) moves, Bergeron (CF) seconds. Motion approved.

Announcements

None.

Issues from Other MORE Meetings/Committees

Roholt (IFLS) reported on a request from Executive Committee. They are planning to bring owning vs. lending rules to Director's Council for discussion. The intention is to disseminate information on the different types of loan rules. MORE currently uses owning library rules. Roholt explained lending library rules. Executive committee would like a statement or questions from the Operations Committee about their thoughts on how it would affect operations. Discussion was had. It was agreed upon that patron education is the key no matter which loan rules we have. Some thought that lending rules sound more customer friendly. Stanton (EC) requested that the matter be considered in association with different holds paging options. More information appears to be needed at this time. The bibliographic standards committee is preparing a recommendation for the Director's Council. Setter pointed out that a change would require time to make the necessary changes in Sierra.

Roholt (IFLS) reported that there was a recommendation from executive committee to change how items are renewed. Currently, items are renewed from the date of renewal. Executive committee recommended

renewing from the original due date. The Directors council on May 19th will vote on a decision. If a change is made, the “Too soon to renew” pop-up will disappear.

Residency

It was asked that everyone remind staff of the importance of updating ACT 150 information when people change their address. Per MORE policy, when changing ACT 150 location, patrons must fill out a new application and again prove residency. Stanton (EC) recommended using the county databases like WGxtreme, for verifying ACT 150 location in addition to American Fact Finder. Johnson (RF) reminded everyone of the importance of these number not only for reimbursement but for advocating for changes in you library or how it is funded. Roholt (IFLS) will put reminders in TWAM. Discussion was had on how to give additional training to new staff. Hennings (NR) brought up the idea of using email reminders to update addresses and questioned whether this was something libraries should be doing. General consensus of the group indicated that email coming directly from the library about library business would be allowed.

Juvenile Cards

Johnson (RF) asked how other libraries treat juvenile customers with no library card or in regards to other library policies. Several libraries indicated that juveniles must follow the same rules as adults. Hennings (NR) recommended encouraging kids to have their cards. It was agreed that consistency among patrons is something we can always improve upon.

Institution Cards

Roholt (IFLS) brought the revised Institution card policy to the group along with a report of current MORE institution cards. Roholt found that almost all libraries have at least one institution card issued however, only 4-5 respondents from her survey had an institution card policy. Roholt recommended that MORE the Operations committee make the recommendation that each library should have their own institution card policy since there seems to be some discrepancy in charging vs. non-charging accounts. MORE will provide a sample policy on the training webpage. The homebound P-type will be best for individuals that reside in an institution but have their own card. There was a discussion of different P-types. It was recommended by the group that all libraries do a cleanup of their institution cards. The committee also recommends including a NOTE field into the records with “CARD ISSUED AT XX LIBRARY” so that other libraries know where the application is on file. The institution cards should expire just like other card types do. Stanton (EC) moves to make this recommendation, Clausen (BA) seconds. Motion for the recommendation is approved.

Damaged Item form

Roholt (IFLS) presented the revised damage form. Discussion on changes to some of the wording. Bergeron (CF) pointed out that they've been using the form and mistakes still are happening so staff training is important. Grammatical changes were made to the wording of the form. The group discussed the necessity for adding a note in the item record to add information about transit so the item does not get lost. Spangler (AL) will send a Macro with a recommended note to the group. Roholt will make the line longer to write in page number. MORE will start using the forms June 1st 2017. Sterk (ME) questioned if we should move up the damage description but it was decided to leave as is. Hennings moved to accept the form with the grammatical and formatting changes and to start using the form June 1st 2017, LaRose (AU) seconds. Motion approved.

Other

Roholt (IFLS) clarified that Sierra can catch duplicate patron records by ID number regardless of spaces, special characters (-) or capitalization and explain different ways for searching for patron records. Johnson (RF) asked about re-requesting holds for people who do not remember to pick up holds. The consensus was that the hold can be re-requested but cannot be held on the shelf as it will get lost or inconvenience another patron. Johnson wondered what the email opt-in field is. Roholt explained this was a field requested by Eau Claire to indicate patrons who would like to receive library emails. Other libraries can use but Roholt will remove from the automatic patron record template. Stanton (EC) asked that other libraries be professional when communicating with patrons about damaged items. Roholt found libraries with far future expiration dates on their patron records and will contact them about fixing this.

Next Meeting

September 11th at 1:30 p.m. at the Amery Public Library

Adjournment