

MORE OPERATIONS Committee Minutes

September 11, 2017

Amery Public library

Attending: Laurie Braun (EL); Karen Furo-Bonnstetter (WO); Ellen Rosenow (AM); Diane Bergeron (CF); Krissa Coleman (RO); Paula Stanton (EC); Kim Hennings (NR); Claire Parrish (RL); Kelly McBride (OS); Christy Rundquist (PE); Joleen Sterk (ME); Leslie LaRose (AU); Kathy Setter (IFLS)

Absent: Martha Spangler (AL); Bonnie Clausen (BA); Heather Johnson (RF)

Also attending: Lori Roholt (MORE/IFLS); Maureen Welch (IFLS); James Nalen (AM)

Call to order: Meeting called to order at 1:36 pm by Paula Stanton filling in for chair Martha Spangler

Quorum: Established.

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

Approve agenda: MOTION (Renquist/Bergeron)

Approve minutes: MOTION (Henning/LaRose)

Announcements: None

Issues/announcements from other MORE meetings/committees:

From Director's council: Damaged items; Procedure, form and billing
Questions were raised at the last Director's council meeting about the new Damaged Item Form. Lori Roholt passed out the current wording from the MORE training page and also Damaged Item Procedure change proposal. The question discussed was items with noted damage that are circled after the damage has been noted. It is MORE policy to return the item to the owning library. Laurie Braun (EL) stated it was no big deal to send it back to the owning library for evaluation. Also libraries can call the owning library to ask how they would like to handle the damage especially minor or normal wear and tear damage. It was generally felt noted damage items should not continually circ. Especially now that if it was checked in and the hold was triggered libraries can change the hold queue without contacting IFLS. Also owning libraries are left without recourse to bill if a damaged item continually circs. Currently there is no provision for billing libraries in the policy. Under the proposed wording a library could bill another library for filling holds on a damaged item. It was asked if libraries had a procedure/form for billing another library. Eau Claire said they would share their form with Lori Roholt and Lori would send it out. It was also requested that the language on the current form be changed from "the patron expects a bill" to "the patron has been notified" It was felt that some libraries would feel compelled to bill under the old language. Furo-Bonnstetter (WO) made a motion to present the proposed damaged item procedure change to Director's Council, Sterk (ME) seconded the motion. The motion passed on a voice vote. The changes will be presented at the November Director's Council meeting.

Business:

Reimbursement collected off-site:

This issue was raised by Joleen Sterk (ME): Are libraries tracking payment that should go to other libraries for damaged items. There is information on the MORE training page including the lost and paid for form that is to be used. Diane Bergeron brought up the billing fees, that in the case of Chippewa Falls does not collect the billing fee if the items does not go to billing. Lori Roholt reminded libraries to refer to the libraries policy sheet when patrons ask about the replacement fee. Most libraries have dropped processing fees and billing fees but not all. Libraries can contact the owning library to ask about waiving fees if circumstances warrant it. Also it is helpful with billed items to put a note on the record that the item is going to be billed and to not renew the item.

Patron's preferred name:

This issue came up related to LBGTQIA sensitivity training conducted at the Menomonie Public Library. That some patrons would prefer to use a name that is not their legal name. It was recommended that the preferred name or nickname be put in the first name field and the legal name be put in the second name field. This way both fields will be searched when looking for a patron.

P-type for special needs adults:

Krissa Colman (RO) brought up the issue of special needs individuals who use the library but are dependent on others for transportation so not always able to get to the library to return items on time. Could these individuals have a special P-type that would be non-charging? It was brought up that the care giver should be consulted because sometimes they want the individual to have a library card and learn to be responsible. There was some concern about equal accesses and John Thompson would be asked to look into the legal aspects of the issue. Once that information is gathered the issue will come back to the MORE Operation Committee for further discussion and possible action.

Other:

There was discussion on fines free libraries and was that affecting neighboring libraries and were items being returned. The question of why there were two different types of fine free libraries – and should fine free libraries rules be consistent with each other. Also should the billing cycle be shorter for fines free libraries. Both Augusta and Rice Lake were positive in how fines free was working for them and the response in the community and by patrons had been good.

Set next meeting date: January 8, 2018 at L.E. Phillips Library Eau Claire at 1:30

Adjournment: (Furo-Bonnstetter/Parrish)

Respectfully submitted,

Karen Furo-Bonnstetter