

MORE OPERATIONS Committee Minutes (*unapproved*)

January 8, 2018

L.E. Phillips Public library

Attending: Laurie Braun (EL); Karen Furo-Bonnstetter (WO); Ellen Rosenow (AM); Diane Bergeron (CF); Paula Stanton (EC); Claire Parrish (RL); Joleen Sterk (ME); Leslie LaRose (AU); Kathy Setter (IFLS); Bonnie Clausen (BA); Martha Spangler (AL); Maureen LeVesque (NR)

Absent: Heather Johnson (RF); Krissa Coleman (RO); Christy Rundquist (PE); Tina Norris (HU)

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

Call to order: Meeting called to order at 1:35 pm by Martha Spangler

Quorum: Established.

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

Approve agenda: MOTION (Furo-Bonnstetter/Stanton)

Approve minutes: MOTION (LaRose/Setter)

Announcements: None

Issues/announcements from other MORE meetings/committees:

There were two issues that were brought up. First, a library was putting the number of discs in the message field instead of on the cases per MORE policy. The second issue had to do with if a library receives a damaged item from the courier – does checking the item in remove the patron number from the last patron field. If the owning library wanted to pursue that patron for damage. The check in do not fulfill hold will not change the last patron field so the owning library can see who last had the item checked out.

New Business:

Best practices for patron registration and managing old patron data

At the last Director's Councils meeting the removal of the ID data was removed from patron records.

There are several questions that need to be addressed. It is time to update the registration forms so what is the minimum information that needs to be on the form and what are the best practices.

Minimum information discussed include information to fill the fixed fields

*Name

Best practices include putting preferred name/nick name in the first name field and legal name in the second field, include the full middle name, Hyphenated names put in the way they are on the registration card. Also when searching for duplicated records use the shortest version or variations to bring up as many hits as possible. Since Driver's licenses will no longer be catching duplicates.

* Birthdate

* Address

Best practices include making sure either an ID or piece of mail shows their mailing address. If the mailing address is different from the residence make sure the residential address is in the 2nd address field.

* Method of contact either phone or email. It was felt mail should not be a means of contact.

* Phone number should be the best number to reach the patron at. It was felt we did not need multiple phone numbers.

* Drop the "I reside in" section because libraries should be checking the information anyway to make sure the ACT 150 is accurate. It could be written on the back in the staff use only section.

It was suggested that the internet permission be placed on the back of the registration cards so parents can mark either access or denied access as a part of the registration for their child.

At what point should we get rid of old patron data?

Is 10 years ok even if there are fines or lost materials on the card, it was noted staff should renew the circ active date for cards with large fines if the patron is attempting to get a new card and updating their information.

When editing registration information, the library code and initials should be put in the imputer field each time.

Lori will look further into updating registration cards and presented it at the next meeting so that it can be passed on to the March Director's Council meeting for a decision. Also Lori will look further into records retention for the next meeting.

Lending Library rules

Kathy relayed the information that as soon as all the libraries have changed I-types Innovative will make the change over to lending library rules. That will either occur before IUG in March or early summer.

Fines Free

The libraries that have gone fines free feel it is going well and they have had a lot of positive response from their communities.

Staff training reminders

If a library feels comfortable with contacting another library about not following MORE procedures, they are free to do so or contact IFLS to contact the library about the issue. Suggestions were made to possibly do some kind of training modules that new staff would have to complete. It was recommended that staff go to trainings provided by IFLS whether mini sessions or large group circ training. One of the issues faced is individual libraries have their own procedures that are not used by other libraries.

Martha will send out a survey to determine if there is a better time to meet going forward after the March 12 meeting.

Set next meeting date: March 12, 2018 at Menomonie at 1:30

Adjournment: (Stanton/Sterk)

Respectfully submitted,

Karen Furo-Bonnstetter