MORE OPERATIONS Committee Minutes *(unapproved)*
April 17, 2018
Indianhead Federated Library System

Attending: Laurie Braun (EL); Karen Furo-Bonnstetter (WO); Ellen Rosenow (AM); Diane Bergeron (CF); Paula Stanton (EC); Claire Parrish (RL); Leslie LaRose (AU); Kathy Setter (IFLS); Bonnie Clausen (BA); Martha Spangler (AL); Maureen LeVesque (NR) Heather Johnson (RF); Krissa Coleman (RO); Christy Rundquist (PE);

Absent: Tina Norris (HU) Joleen Sterk (ME)
Also attending: Lori Roholt (MORE/IFLS); Renee Ponzio (EC)

Call to order: Meeting called to order at 10:17 AM by Martha Spangler
Quorum: Established.
Compliance with Open Meeting Law: Compliance with Open Meeting Law was satisfied.
Approve agenda: MOTION (Rosenow/LaRose)
Approve minutes: MOTION (Stanton/Coleman) Approved with Setter's comments as an appendix to the end

Announcements: None

Issues/announcements from other MORE meetings/committees:
        Direction from Director's Council: Election of officers. Spangler agreed to continue on a chairperson and Furo-Bonnstetter agreed to continue on as secretary. Motion to accept the slate of officers. Setter/Rundquist. All in favor
        From Bib meeting: Pop-up messages indicating number of discs/parts should be removed. That information should be placed on the items cover.

Old Business:

Patron legal vs. preferred name
        An issue of clarification on which name goes where on the registration form. On the proposed registration Name is listed first and Legal Name (if different) is listed second. Sierra will search both lines when looking for duplicate patrons.

Patron Registration Guidelines
        The draft was presented to the committee. The discussion/comments/changes in parenthesis.

MORE Patron Registration Guidelines Draft
For review by MORE Operations Committee March 2018
General notes:
        • MORE-member library staff verify an individual's identity and residence when registering them as a new patron.
        • Local library policy dictates the methods libraries may use to verify identity and place of residence. (It is up to individual libraries to determine how this is done)
        • Individuals may have (a single) MORE library record. (Removed the word one)
 Minimum data requirements for an electronic patron record
        • All fixed-length fields, including birthdate
        • Name, including full middle name
        • Residential address
        • Phone number or email address

Checks before issuing a new card
> • Perform a truncated name search
> • If a hyphenated name is provided, perform truncated name searches on both parts
> • Check search results for alternate names

Editing and updating patron records
> • Complete new paper registration form if municipality (Act 150 loc) has changed (It is not necessary to do a new paper form, Staff needs to verify address, municipality/county and check ACT 150. Paula indicated that according to the updated records retention policy the paper forms no longer need to be kept. Lori was going to double check that information.)
> • Complete new paper registration form for existing patrons who have turned 18 since they originally registered. (The signature is needed some discussion about eventually having an electronic pad to sign)
> • If updating Act 150 loc or address, add "updated [date] [library]/[initials]" to the original inputter data in the electronic patron record. Remove any prior "updated" messages. (It is not necessary to fill out a new paper form)

Electronic record retention
> • Delete patron records with expiration dates 3+ years past, CIRCACTIVE dates 1+ year past, and owing less than $5 in fines
> • Delete overdue fines assessed more than 5 years ago
> • Delete bills and manual charges assessed more than (10) years ago. (The 10 replaced 15)
> Other adjustments: Rename "ACT 150 LOC" field name (funding code? Is there something better?)

Patron Application Form

Changes to the registration form: name last, first, full middle. Flip Mailing and street address. Driver's license or other ID moved to the back of the form. Space for 2 telephone numbers. It was decided to not put the internet use permission opt in opt out on the form because it was to varied across the MORE libraries and the form needed to meet the needs of the majority of libraries. Eau Claire and New Richmond each have their own form. Copies of their forms are located on their websites. Most would like to keep county/township on the form. Addresses can be checked using American Fact Finder and WG Extreme.

Library Borrower Registration
Valid at all MORE-member libraries
Name:_____[specify first, middle, last]_____Date:_____
Legal name (if different):_____
Parent/Guardian name (if borrower under 18):_____
Street Address:_____ City:_____ State:_____ ZIP:_____
Mailing Address (if different) :_____ City:_____ State:_____ ZIP:_____
Phone number: _____-_____-_____
Birthdate: _____/_____/_____
Preferred method of contact for hold pick-up and overdue notices:
□ Email. Address:_____@_____
□ Phone. Calls will be placed to phone number listed above.

□ Text. Provider for phone number listed above:_____

Driver's License number:_____ State:_____
OR Other ID number:_____ Type:_____
Confidentiality note / date / Over
Responsibilities
.
.
.
Signature: _____
Signature of parent or guardian: _____
Date: _____
Staff use only:
Identity verified _____[method]_____ Residence verified____[method]_____
Created by:__[initials]___ | ___[date]____
Checked by: __[initials]___ | ___[date]____
Barcode:_____ Act 150 info:_____
       Notes:_____
_____

New Business:

Online application forms;
Eau Claire and New Richmond have their registration forms on line in a PDF form so patrons can fill it out and bring it into the library pre filled. Paula sees this as good customer service. Could the registration form be linked to the MORE site and patrons could fill it in and print it off and bring to the local library to get a card. There was some discussion that people from area that have on-line registration might be confused and think that they already would have an account set up.

Damage Chart:
Eau Claire has come up with a chart for what they do and do not charge for and would like to submit it to MORE Director's as a recommendation. Heather talk about her experience with the elderly and how after being charged for damaged LP books they are reluctant to borrow library materials. Leslie said her Friends Group covers the cost of those situations. So it was just a suggestion to either make known the circumstance of damage to an item or be mindful that when charging how we may be affecting people.

Staff Training Reminders (Yellow slips, Elk Mound branch)
There were several examples of yellow slips not filled out completely and it made difficult for the owning library to know what to do. If there is a smudge/torn page ect. indicate the page. Again don't be afraid to call and ask the owning library their wishes.
Elk Mound library is a branch of Menomonie and make sure you are sending items to the correct location.

Other:
Christy brought up that in Florida at the bottom of the due date slip it keeps a running total of the amount of money you saved by using the library. She wondered if that was something that could be done with Sierra.

Set next meeting date: Wednesday, July 11 at 1:30

Adjournment: (Furo-Bonnstetter/Stanton)

Respectfully submitted,

Karen Furo-Bonnstetter