

MORE OPERATIONS Committee Minutes (*unapproved*)

July 11, 2018

IFLS

Attending: Karen Furo-Bonnstetter (WO); Ellen Rosenow (AM); Paula Stanton (EC); Kathy Setter (IFLS); Bonnie Clausen (BA); Martha Spangler (AL); Heather Johnson (RF); Krissa Coleman (RO); Christy Rundquist (PE);

Absent: Tina Norris (HU) Joleen Sterk (ME) Laurie Braun (EL); Diane Bergeron (CF); Claire Parrish (RL); Leslie LaRose (AU); Maureen LeVesque (NR)

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

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

Quorum: Established.

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

Approve agenda: **MOTION** (Runquist/Furo-Bonnstetter)

Approve minutes: **MOTION** (Setter/Stanton)

Announcements: None

Issues/announcements from other MORE meetings/committees: None

Old Business:

Revised Patron registration card:

Lori Roholt passed out the potential new registration card to be reviewed. The wording on the back of the card was revised to be similar to what Eau Claire uses. There are fewer bullet points and stream lined wording. On the staff use section once identity and residence has been verified the paper copies can be shredded. This is acceptable under the revised records retention policy if adopted by the library.

- No longer have to have patrons fill out a new registration card when they change ACT 150, but it still need verification and updating. Continue to keep the first created initials/library and the last updated initials/library and delete any others. Eau Claire prints out the updated registration and goes through the verification process that they would do for a new registration.
- Juveniles to adults do not need to fill out a new application and sign the new app. MORE policy does not state they need to.
- Libraries can do what works best for their work flow and can go beyond the minimum MORE requirements
- Is it still important to have a signature line? It emphasizes the responsibility of the card holder.
- It was recommended that the birth date be moved to the top of the application next to the name and remove the date altogether. Since that will be retained on the electronic record on the date created, and is also requested next to the signature.

New Business:

Hold cancelation notices:

The hold cancellation notices are not being printed by a number of libraries and this may be causing some of the issues with slowness in other areas.

So the question is can this be gotten rid of? Do libraries want to send these out to patrons.

Paula Stanton (EC) Motion: Recommend hold cancellation notices be automated. If a library opts out they are responsible for running cancellation notices on a regular basis. (courier days) This motion was seconded by Christy Runquist (PE) and passed by a voice vote.

Libraries wishing to opt out are responsible for contacting IFLS.

Damaged items checked in at non-owning library

Incidences of items with fill out yellow slips that indicate the item should continue to fill the holds. The committee recommends libraries follow the procedure.

Other:

River Falls seeing a number of hold shelf mistakes, other members are experiencing the same issues, IFLS is seeing a number of hold shelf items for a home library patrons coming in to their office. Circ staff may need to slow down and not just operate on auto pilot. It takes longer for Sierra to go through hold lists looking for the next home library patron. Reminder that the scanner beep does not indicate that Sierra has recorded it. One library has turned off the scanner sound and just left the sierra sound on. Roberts has one person check in and then another go through and put either on the hold shelf or send in courier. This has cut mistakes down to zero.

Sierra issues- printing setting being lost. Innovative know about the issue.
Slowness again Innovative knows about the issue.

The system is taking a long time to generate hold pick up notices.

Clearing the hold shelf

The back log of cancellation notices may be contributing to some of these issues.

Set next meeting date: Thursday, October 18 at 1:30 at Woodvile Community Library

Adjournment: (Furo-Bonnstetter/Stanton)

Respectfully submitted,

Karen Furo-Bonnstetter