

MORE OPERATIONS Committee Minutes (approved)  
August 28, 2019  
Altoona Public Library

**Attending:** Diane Bergeron (CF); Karen Furo-Bonnstetter (WO); Kathy Setter (IFLS); Joleen Sterk (ME); Krissa Coleman (RO); Laurie Braun (EL) Claire Parrish (RL); Maureen La Vesque (NR); Paula Stanton (EC); Jamie Smith (HU); Martha Spangler (AL); Heather Johnson (RF); Christy Runquist (PE); Ellen Rosenow (AM)

**Absent:** Leslie LaRose (AU);

**Also attending:** Lori Roholt (MORE/IFLS); Maureen Welch (IFLS)

**Call to order:** Meeting called to order at 1:30 by Paula Stanton

**Quorum:** Established.

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

**Approve agenda:** MOTION (Furo-Bonnister/Coleman)

**Approve minutes:** MOTION (Coleman/Furo-Bonnister)

#### **Announcements**

Migration of WIScat has been postponed and will be down from 9/27-9/30. More information will be posted as information becomes available.

Maureen Welch is working on the paging priority table to better balance it.

#### **Issues/announcements from other MORE meetings/committees**

*Director's Council: online patron registration update:*

There have been approximately 30 online registrations since June 2019. All duplicate patron records will include both barcodes so that a patron may easily obtain their online barcode if lost.

#### **Old Business**

*Establishing Core Competencies:*

Public cannot access Milwaukee's training module. Everyone agreed to share their training modules if they have one.

#### **New Business**

*In Transit System Standards:*

Reviewed current standards. Committee member discussion included:

- No removable tape-it leaves residue on the items
- 1 rubber band for items with multiple parts
- No rubber bands needed on securely latching AV items
- Several libraries have a separate media bin. At the end of the day, all media is then placed in top of their WALTCO bins the day to prevent damage to AV cases.

After discussion, motion made by Furo-Bonnister/Coleman to continue with current MORE standards with included bullet point "Any AV cases that do not securely close must be rubber banded". Motion approved.

*Damage Item Procedure – adding a message to item record and/or patron record:*

After discussion, the following item will be updated in the IFLS procedure and an update will be sent out in TWAM. All damaged items will have a message added to the item record stating that it is in transit for damage assessment.

*Procedure for holds that cannot be filled:*

Maureen Welch stated that the fax option for ILL's would no longer be available. Email and phone options will remain in place. Also, a reminder to move your patron's hold back to Bib Level before sending items back for damage assessment.

*Second overdue notice procedure and practices:*

Second overdue notices are typically printed so that staff has a paper copy to allow them to check that the item is not in the library. It is not policy to send a hard copy of these notices by mail but more of a courtesy to patrons. Some libraries are no longer printing/ mailing second overdue notices due to a high volume of these notices since going fine free.

*Clearing the holdshelf practices, including follow-up on missing items:*

Most libraries are following the procedure for clearing the holdshelf every day. If a library doesn't find an item that is supposed to be on their holdshelf, a note should be placed on the item record.

**Other**

*Developing a Damage Awareness bookmark*

Jolene Sterk will submit ideas to IFLS

*Moldy book discussion*

Jamie Smith brought examples of books with different types of mold. Lori Roholt will share pictures of the examples if people are interested.

*Peer work audit group*

Paula Stanton proposed a peer work audit group. The group would provide suggestions about how to improve work flow, etc. There seemed to be interest so Paula will follow up with an email.

**Next meeting**

November 21, 2019 at Rice Lake Public Library

Adjourned 3:45 pm

Respectfully submitted,  
Diane Bergeron