

MORE OPERATIONS Committee Minutes (*unapproved*)

November 21, 2019

Rice Lake Public Library

Attending: Karen Furo-Bonnstetter (WO); Kathy Setter (IFLS); Joleen Sterk (ME); Krissa Coleman (RO); Claire Parrish (RL); Maureen LeVesque (NR); Leslie LaRose (AU); Paula Stanton (EC); Jamie Smith (HU); Martha Spangler (AL); Christy Runquist (PE); Ellen Rosenow (AM)

Absent: Diane Bergeron (CF); Laurie Braun (EL); Heather Johnson (RF); Leslie LaRose (AU)

Also attending: Lori Roholt (MORE/IFLS)

Call to order: Meeting called to order at 1:35 by Paula Stanton

Quorum: Established.

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

Approve agenda: **MOTION** (Rundquist/Setter)

Approve minutes: **MOTION** (Runquist/Furo-Bonnstetter) Correction to spelling and Ellen Rosenow was attending not absent.

Announcements:

Lori reminded everyone to sign up for committees if they wished to serve in the coming year.

Kathy reminded everyone interested in signing up for Bibliocore training. Roberts is the only one with space available.

Various groups talked about the courier work study experiences.

Issues/announcements from other MORE meetings/committees:

Directors Council revised the fine waving policy.

Old Business:

No old business.

New Business:

Bill templates, number of items per page

Currently there is one item per page and there could possibly be as many as 6 items per page. Many libraries are currently sending out more bills and would like to have multiple items per page.

Stanton made the motion the max number of billed items be listed per page. Spangler seconded that motion and it carried with a voice vote.

Spangler made a motion to include the max number of overdue items per page. Coleman seconded the motion and it passed with a voice vote.

Sending out going courier

There is a concern that items are spending longer times in courier, amounts are increasing and generally items are taking longer to reach their destination. Eau Claire is only sending out full presort bins to libraries except if a bin has not filled within 4 days. They are experience a shortage of bins and the courier is full and cannot deliver extra bins to Eau Claire like they did in the past.

Lori said IFLS could invest in additional bins. MORE Opps will also take a field trip to WALTCO to observe how things are being sorted.

Claims return procedure

If a library puts an item in claims return it falls out of the billing cycle. A library can only use this on one their own items. Eau Claire prints out a form and looks for the item 3 times a week apart and stamps the form. Amery was looking for best practice.

Missing items/part procedure and tools

Rice Lake changes the status to AV workroom. The status can be changed while still checked out on a patron's account. The patron than gets a call/letter/email to notify them. Eau Claire always emails/letter so they have a record of the event. Also many block the patron so they need to come to the desk where they can be notified. Some libraries renew the item others let it go to billing. A message should be put on the patrons account and Altoona also puts a message on the item record.

Other

Best practices for internal mending

Eau Claire sends it to the selector to decide whether to mend, replace, or weed. There are YouTube videos to learn how to mend.

Best practices for found personal items

Many libraries toss/donate after a certain period of time ranging from 1 week to 30 days.

Discussion on outside book drops: If multiple items are wet it can be assumed it was from the book drop itself if it is one item than the library charges for it. Snow can be a real problem in the winter.

There were incidents of a library getting a pick up slip for and item that is checked out. It could be that it was an item level hold that the library checked out to a patron.

There was discussion on having a circulation swap meeting. Where ideas and best practices could be exchanged.

Set next meeting date: Tentatively in Chippewa Falls and a visit to WALTCO sometime in February.

Adjournment:

The agenda was completed at 3:30

Respectfully submitted,

Karen Furo-Bonnstetter