

MORE Operations Committee Minutes

August 11, 2021

Attending: Meagan Bennett, Bloomer; Laurie Braun, Ellsworth; Leslie LaRose, Augusta; Christine LaFond, Clear Lake Public Library; Claire Parrish, Rice Lake; Rebecca Puhl, Phillips; Ellen Rosenow, Amery; Christy Rundquist, Pepin; Jamie Smith, Hudson; Paula Stanton, Eau Claire; Joleen Sterk, Menomonie

Absent: Karen Furo-Bonnstetter, Woodville; Heather Johnson, River Falls; Kathy Setter, IFLS; Martha Spangler, Altoona

Also attending: Lori Roholt, IFLS

Call to order: Meeting called to order at 1:32p by Becky Puhl

Quorum: Established

Compliance with Open Meeting Law: Compliance was established

Approve agenda: MOTION (

Approve minutes: MOTION (

Announcements: Two committee members have retired from their respective circulation manager positions since the last meeting: Diane Bergeron, Chippewa Falls Public Library, and Maureen LaVesque, Friday Memorial Library (New Richmond)

Issues from Other MORE Meetings/Committees

- **Discussion and possible action on billed items on hold (RSCD)**

With input from MORE's Resource Sharing and Collection Development (RSCD) Committee, IFLS staff has started canceling holds when the only attached copy (or copies) has been billed for 2-3 months. Motion by Paula, second by Joleen to accept and support the decision of the RSCD committee. All ayes, motion passes.

Old business: None

New Business

- **Discussion and possible action on increasing compliance regarding the existing damaged items procedure**

The committee agreed that MORE's Damaged Item Procedure is sound, but compliance is sometimes lacking. Ideas for increasing compliance included reminders in TWAM and direct contact when libraries are not following procedure. A note from receiving libraries to the MORE Administrator is helpful when lack of compliance is noted.

Related to damaged materials, LEPMPL will share their criteria for whether or not to charge patrons for damage, as well as templates for letters sent among libraries about damaged materials.

Roholt will draft an addition to the Damaged Items Procedure with instructions for routing damaged materials back to the circulating library once the owning library has determined that they'll bill the replacement cost of the item.

- **Discussion and possible action on sending patron account information for youth under 18 to collection agencies**

Roholt shared how Sierra determines the patron accounts to send to UMS (Unique), a material recovery service in use by 5 MORE-member libraries (Balsam Lake, Chippewa, Eau Claire, Ladysmith, and Menomonie). Paula Stanton (EC) shared the type of contact patrons receive once their accounts are submitted to UMS. UMS continues to send notices to patrons as a follow-up to the single bill produced by Sierra, with material recovery as the goal. Notably, patrons' credit scores are not affected by submission to UMS.

The group suggested renaming the 'z' MBLOCK and charge name to remove "collection agency" language, which carries negative connotations that aren't in line with UMS's services.

Stanton will draft instructions for staff when working with a patron whose account has a "z" MBLOCK.

- **Discussion and possible action on MORE training: ideas for format and content**

As part of IFLS's planning process, staff and directors identified room for improvement with MORE training. Roholt sought input from the committee about MORE training. Ideas and comments included:

- Videos are helpful, particularly short videos on specific topics
- Training documents need to be easier to use and follow

- Create a repository for locally-developed procedures that may be useful to multiple libraries
- A new employee training template would be useful
- Online training sessions may be most helpful both for ease of attending and so staff can use Sierra to click through a process as the trainer presents

Next Meeting: Thursday, November 11th, 1:30pm via Zoom

Meeting Adjourned at 3:02 pm