

## **MORE OPERATIONS Committee Minutes (unapproved)**

**November 11, 2021**

**Zoom**

**Attending:** Rebecca Puhl (PH); Meagan Bennett (BB); Karen Furo-Bonnstetter (WO); Paula Stanton (EC); Jen Atkinson (ME); Laurie Braun (EL); Claire Parrish (RL); Christine LaFond (CL); Jamie Smith (HU); Heather Johnson (RF)

**Absent:** Leslie LaRose (AU); Christy Rundquist (PE); Martha Spangler (AL); Kathy Setter (IFLS)

**Also attending:** Lori Roholt (MORE/IFLS); Katherine Elichert (RL); Jennifer Rickard (NR)

**Call to order:** Meeting called to order at 1:30 by Rebecca Puhl

**Quorum:** Established.

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

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

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

### **Announcements:**

Lori announced the MORE app is now in the app stores. She encouraged staff to download it and become familiar with it.

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

Katherine Elchert represented Resource Sharing/Collection Development committee and brought forth the issue of a MORE- wide standard for billing due to damage. This was #2 under new business on the agenda but was discussed at this time.

The question is: can all MORE libraries come up with a standard that libraries can agree upon when it comes to what kind of damage to charge for? Lori shared the standards with MORE libraries that Eau Claire uses and suggested that possibly this could be adopted. Paula commented that even in Eau Claire staff members interpret the chart differently. Heather Johnson explained the issue that using an automated material handling system causes in regard to billing. Currently they are eating the cost of some damaged materials because they are not discovered until after they have been checked in. It was decided that a subcommittee be formed to look into this, made up of Ops, Resource Sharing, Circ desk personal and others. Hopefully to include a range of libraries in regards to their billing practices. The committee may be pared down if it is too many people volunteer. The committee would present their recommendations to Director's Council. Lori will call for volunteers through TWAM and the group should be assembled by January 1.

### **Old Business:**

#### **1. Damaged Item follow-up**

Lori has posted additional information as Word documents on the IFLS website in the Damaged Item section. Paula asked that libraries not send moldy books through the courier. Once mold has been discovered it is best to call the owning library and discuss it with them and not send it back through the courier. Heather mentioned they mark the books that have been tagged with a black sharpie on the end pages and it has bled into the book causing some libraries to mistake that as mold.

#### **2. Material recovery services follow up**

This was known as a collection agency but the name is changed to better reflect what is happening. The fee description "collection agency report charge" in Sierra cannot be changed. The term "COLLECTION" could be changed for the z block which only staff can see. It

was decided to keep the language the same. Paula shared a document for staff working with patrons with a z MBLOCK that has been posted on the IFLS website: <https://iflweb.org/knowledge-base/patron-records-with-mblock-z/>. Lori also shared this in TWAM.

### **New Business:**

#### **1. Discussion and possible action on CVTC patron records in MORE**

CVTC will be rejoining MORE in July 2022. They will be loading student records into the system and asked that the student records be treated differently. So if a student already has a MORE patron record they can have a duplicate card. If their MORE patron record was blocked they would be allowed to check out materials as a student. In effect the student card would take precedence over the MORE card until the student leaves CVTC. One of the reasons CVCT wants to join MORE is to give their students more access to materials other than limiting them to the CVTC library in Eau Claire. It would also make it easier for students at remote campus to better access the materials at the CVTC library because they could courier through the system to places like River Falls where they have a satellite campus. This will come before Director's Council either at the January or March meeting.

Some of the issues discussed

Would lost items at a MORE library block them at CVTC? Eau Claire sees that they most likely would feel the biggest impact.

How would their loan rules affect MORE? ie: They have extended check outs (month/semester long) for hotspots to students.

Will they be adding everything in their collection to MORE? Should some of their items not be added to the MORE catalog? ie: Hotspots

Will MORE cards work at CVTC?

CVCT students would have their own patron type. The Student ID would act as their library card which is readable by our scanners.

#### **2. Covered under issues from other MORE Committees**

#### **3. Discussion and possible action on patron hotspot usage**

There was a concern about patrons and their families monopolizing hotspots at the libraries that lend them. Many of the libraries who lend hotspots see this happening. There is a range of responses to this. River Falls just likes to see people have accesses because of the expense to families. Eau Claire limits family access to one per customer, regardless of owning library. Price County wishes they had enough internet access to make lending hotspots even feasible. One solution might be to create a Lucky Day hotspot so if a library wanted to have one available for short term use for a patron who just wanted to try it out.

### **Other:**

**Set next meeting date: February 8 at 1:30.**

### **Adjournment:**

The agenda was completed at 3:11

**Motion:** (Lafond/Bennett)

Respectfully submitted,

Karen Furo-Bonnstetter