

**MORE Operations Committee Minutes  
May 9, 2022 at 1:30 pm  
Virtual Zoom Meeting**

- **PRESENT:** Lori Roholt (IFLS), Jennifer Atkinson (Menomonie), Meagan Bennett (Bloomer), Laurie Braun (Ellsworth), Karen Furo-Bonnstetter (Woodville), Michelle Johnson (Hammond), Heather Johnson (River Falls), Christine LaFond (Clear Lake), Claire Parrish (Rice Lake), Jennifer Rickard (New Richmond), Christy Rundquist (Pepin) Tori Schoess (Roberts), Kathy Setter (IFLS), Jamie Smith (Hudson), Martha Spangler (Altoona), Paula Stanton (Eau Claire).
  
- **ABSENT:** Leslie LaRose (Augusta), Rebecca Puhl (Phillips), Pam Rudie (Sand Creek).
  
- **ALSO PRESENT:** Katelyn Noack (IFLS)

**AGENDA:**

**Call to Order:** Michelle J. called the meeting to order at 1:31 pm.

**Roll Call/Establish a quorum:** Completed.

**Certification of compliance with Open Meeting Law:** Compliance was verified.

**Accept/modify the agenda:** Motion to approve the agenda by Meagan B.; seconded by Paula S. Motion carried.

**Approve minutes from Tuesday, February 8, 2022 meeting:** Motion to approve by Christy R.; seconded by Christine L. Motion carried.

**Announcements:** None.

**Issues from other MORE Meetings/Committees:** None.

**Old Business:**

1. **Discussion and possible action on training for new employees, task sheets, quizzes, etc.**
  - a. Niche Academy is a possible solution will be addressed as a potential 2023 system wide budget option

**New Business:**

1. **Discussion and possible action on damaged materials chart :**

- a. Old and new columns say the same thing \* and should be streamlined to say "Follow the same procedure as for new items"  
\* Disc broken does not follow this as circs/age changes this
- b. What is food considered? If you can tell there is food in the book (particles, grease, etc.) it is food. If you can't tell by looking at it, it is a stain.
- c. Who bills for a billable item? Billing is left up to the owning library. But if a patron/customer comes in and claims responsibility for damages and wants to pay on the spot even if told the owning library might not charge allow them to pay so that animosity is not triggered (realize that some people don't want to wait to hear weeks later, "Yes, you are being charged for xx item," when they wanted to pay for it earlier.
- d. When in doubt about anything remember you can call the owning library for clarification about their items.
- e. In the No Billing – Continue to circulate option in step 2 Add a "damage" mark **or label** (add to process for clarification) to the inside from cover of the damaged item.

Motion to approve the MORE Billing Chart by Karen F.; seconded by Martha S. Motion carried

2. **Discussion and possible action on damaged materials procedure:**

Language updated for clarity and certain procedures were simplified.

- a. **Damaged item incoming from the Courier** changed to Damaged item **arrives in** the Courier
- b. If it appears the item **received potentially chargeable damage** in the courier, **submit a Help Desk ticket as soon as possible. IFLS staff will provide further direction.**
- c. If the item is damaged and the damage does not appear to be caused by courier:  
**Items owned by other libraries with potentially chargeable damage:**
- d. **When the owning library receives the damaged item they need to decide whether to repair the damage**
  - i. note the damage on the inside of the front cover and return the item to circulation
  - ii. bill the patron responsible for the damage **[cancel hold if last item]**  
This form **(.docx)** can be used by the owning library when returning a billed item to the circulating library so the patron can keep the item after paying
  - iii. bill the library that filled a hold with the damaged item, or
  - iv. withdraw the item **[cancel hold if last item]**

e. **Items in courier with non-chargeable damage that is not noted:**

**Under step 4** When a message like this pops up **after being returned by a customer,** print the message out. Checkin but do not fulfill any holds. Fill out the top portion of

the yellow slip (with routing and item information) and tape message slip to the bottom of the yellow slip.

**f. When the owning library receives the damaged item they need to decide whether to:**

repair the damage and remove the damage message

note the damage on the inside of the front cover and return the item to circulation and remove the damage message

**g. A patron claims responsibility for item damage**

Add 1. Determine if the damage is billable – match language to chart

**h. Damaged item returned without staff interaction with the patron**

**If damage is normal wear and tear:**

Under step 3 remove the last line **The owning library needs to evaluate it at the point the damage is noted.**

**i. If the damage is from possible misuse by the patron change to If the damage is potentially billable - match language to chart.**

I. Make this step 4 Add a message to the item record stating "Item in transit from XX Library to XX Library for potential billable damage XX/XX/XX"

II. Make this step 5 Add a message to the patron's record stating "XXXX returned damaged. Routed to XX Library for assessment XX/XX/XX"

III. Step 4 will now be step 6 When the owning library receives the item, they will either check it in and remove the messages, or if replacement is needed mark the item as lost and generate a bill. If individual parts were damaged add a manual charge for the parts – rework wording here for clarification and to match language to chart

This topic will be revisited at our next meeting

**3. Discussion and possible action on damaged item yellow slip**

a. This topic will be revisited at our next meeting so that language can be lined up with the chart and the MORE Damaged Item Procedure.

b. It is suggested that a box be added to the yellow slip to request that paid for billed items be returned to the patron if so requested by the patron

**Next meeting:** Monday, August 15, 2022 at 1:30 pm.

**Adjournment:** Michelle J. adjourned the meeting at 3:21 pm.

*Respectfully submitted by Megan Bennett, Recorder.*