

**MORE Operations Committee Minutes
February 15, 2023, at 2:00 pm
Virtual Zoom Meeting**

PRESENT: Lori Roholt (IFLS), Jennifer Atkinson (Menomonie), Meagan Bennett (Bloomer), Heather Johnson (River Falls), Christine LaFond (Clear Lake), Leslie LaRose (Augusta), Alyssa Nelson (Ellsworth), 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)

ALSO PRESENT: Katelyn Noack (IFLS)

ABSENT: Amanda Feldt-Smith (Barron), Karen Furo-Bonnstetter (Woodville), Su Leslie (St. Croix Falls)

AGENDA:

- 1) **Call to Order:** Lori R. called the meeting to order at 2:00 pm.

- 2) **Roll Call/Establish a quorum:** Completed.

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

- 4) **Accept/modify the agenda:** Motion to approve the agenda with item 9) being moved to item 6) by Paula S.; seconded by Meagan B. Motion carried.

- 5) **Approve minutes from August 15, 2022 meeting:** Motion to approve by Christy R.; seconded by Christine L. Motion carried.

Announcements: None.

Old Business:

- 6) **Standardize the procedure for returned mail/indicating an incorrect mailing address in patron records:** To help save postage and sending mail that will be returned, the following 3-step procedure is to be used for mail being returned.
 - a) **Change the existing address zip code to 99999-wrong address**
 - b) **Add a message to the account to reflect what Post Office noted on the envelope**

- c) **Add an M-Block to the account to prevent self-checkout use A to identify that this is an address block (do not remove another block if it is already on an account)**

Lori to share this updated procedure via TWAM. This procedure to be added to bill /overdue notices page on the IFLS web page.

Motion by Paula S.; seconded by Christine L., Motion carried

- 7) **Election of Officers for 2022:** Paula S. offered to be chair. Meagan B. offered to record. Motion to approve by Christy R.; seconded by Christine L., Motion carried.

New Business:

- 8) **Clarify Damaged Billing Guidelines' criteria for "old" items:** New libraries added to the system and donated "used" items are new to the system but aren't new items when using our Billing Guidelines procedure.
- Add noted damage to books that are being added
 - Add a note to an item record that the item is a used, donated item.
 - Add a note to item records if an accidentally deleted item is re-added back to the catalog.
 - Mark items as you would a damaged item for continuity of MORE standard practices.

The committee recommends that when donated items are added to the collection that it be noted in the item record and/or item by all MORE libraries.

Lori to send this out via TWAM.

9) **Staff training topics for tutorials available via Niche Academy**

- There is a damaged item procedure currently in a draft form
- Suggestions for additional training include
 - 1) Using Novelist/Read-a-likes
 - 2) MORE Catalog usage for staff (Explore option etc.)
 - 3) Using the App – Getting to WisCat
 - 4) Managing Holds – advanced circulation subfield (for lost Item Paging Slips, Holds for local items for local holds, etc.)
 - 5) Patron-facing videos on using MORE/Sierra

10) **Revisit "missed, chargeable damage" procedure**

The existing procedure, as it is currently, will continue to be used. Maybe revisited in the future if any library has any concerns regarding it.

- Owning libraries may request another library (or their patron) pay for billable damages missed during check-in.

Other: Lori to send out a TWAM item regarding item records missing (Courier items returned to owning library with no record, items that don't have a record when scanned for check-out/check-in). These incidences are to be reported via Help Desk Ticket with all known facts regarding item.

Next meeting: TBD

Adjournment: Lori R. adjourned the meeting at 3:35 pm.

Respectfully submitted by Megan Bennett, Recorder.