

MORE Operations Committee Minutes

November 19, 2024

Hybrid Meeting

PRESENT: Meagan Bennett (Bloomer), Karen Furo-Bonnstetter (Woodville), Heather Johnson (River Falls), Christine LaFond (Clear Lake), Leslie LaRose (Augusta), Su Leslie (St. Croix Falls), Jennifer Rickard (New Richmond), Christy Rundquist (Pepin), Tori Schoess (Roberts), Kathy Setter (IFLS), Jamie Smith (Hudson), Martha Spangler (Altoona), Paula Stanton (Eau Claire), Christinna Swearingen (Ladysmith)

PROXY: Joleen Sterk for Jennifer Atkinson (Menomonie)

ALSO PRESENT: Lori Roholt (IFLS), Nick Andrews (Elmwood), Brianna Zemke (Somerset), Cecelia Cole (IFLS), Katelynn Dubiel (IFLS)

ABSENT: Amanda Feldt-Smith (Barron), Michelle Johnson (Hammond).

Call to order: Paula S. called the meeting to order at 1:44 p.m.

1. **Establish a quorum:** Completed
3. **Certification of compliance with open meeting law:** Compliance was verified.
4. **Modify/approve agenda:** Motion to approve the agenda by Martha S.; seconded by Christine L. Motion carried.
5. **Approve minutes from August 19, 2024:** Motion to minutes the agenda by Christy R.; seconded by Karen F. Motion carried.

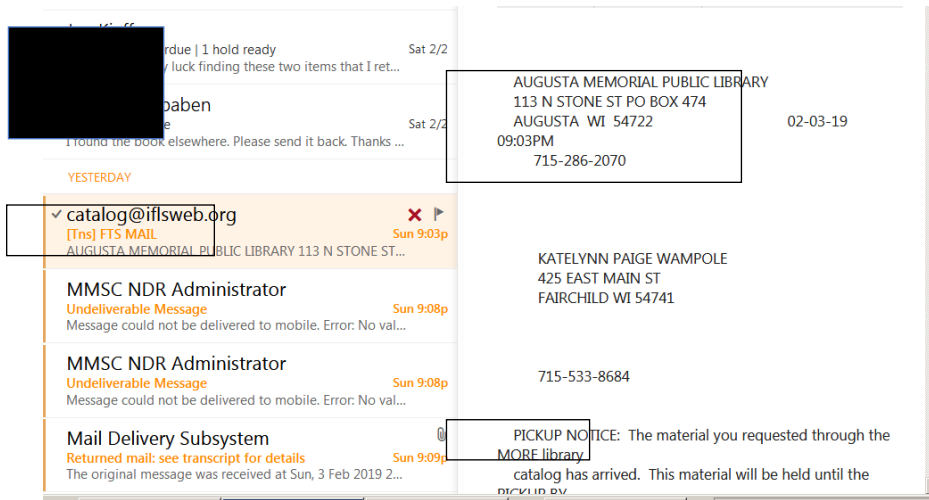
Old Business:

6. **Modify/Approve Bounced Notices Procedure**
BOUNCED NOTICED PROCEDURE

FTS (failed TNS notices)

1. In the IFLS assigned email accounts at your library there will be two emails with the subject FTS MAIL. One is sending notices for hold pickups and one for overdue notices.
2. Scroll down in the body of the email and find the letters with your library as the return address.
3. Copy and paste these letters to word.
4. Format the letters so that they print on one page as a letter.

5. Print and send letter. Additionally, you may add a notice explaining that the library has a bad phone number on file.
6. Delete the email when complete.



Sample Bad Phone Number Notice

We have recently discovered that we are unable to send notifications to you by phone. The number we have for you is either no longer current, has a full voicemail box or was temporarily unavailable. If you wish to continue this service you will need to supply us with a current phone number or email address (email is the other option for receiving notifications.)

To do this, either send an email to EMAIL or call LIBRARY NAME at PHONE NUMBER. If you get our voicemail, please include your name, library card number and either phone number or email address. Also, state your preference for either phone or email notifications.

The email bounced notices will not be addressed at this time, as an update is expected to come to Sierra in 2025.

Motion to approve the TNS Bounced Notice Procedure by Su L.; seconded by Joleen S. Motion carried.

New Business:

7. Discuss Out of State Cards

Discussion of charging fees for out-of-state cards by some MORE libraries. Concerns were addressed about access versus lack of tax reimbursement by Minnesota card holders. No action was taken.

8. Discuss and Update MORE Circulation Policy – Label Addendum

Due to recent content challenges, IFLS’s Intellectual Freedom Working Group has proposed changes to the current circulation policy regarding content vs.

directional labeling. Phillips Public Library has recently had challenges to materials. In a compromise to keep these materials on the shelf, content warning labeling was required. The type and placement of the labeling were considered potentially prejudicial under ALA labeling guidance.

(See "Loaning Within MORE" section on page two of the [MORE Circulation Policy](#))

- MORE member libraries must circulate materials according to their lending rules to all MORE-member library customers with an account in good standing.
- ⊖ MORE member libraries are ~~encouraged~~ **required** to circulate **all types of** materials to other MORE member libraries, **except when:** Exceptions may be made at the discretion of the owning library only in instances where circulating an item:
 - **Circulating the item** may cause damage to that item.
 - **Circulating the item** will cause undue burden on owning library staff.
 - **The item contains a prejudicial label "designed to restrict access, based on a value judgment that the content, language, or themes of the resource, or the background or views of the creator(s) of the resource, render it inappropriate or offensive for all or certain groups of users."** (As defined in the American Library Association's [Labeling Systems: An Interpretation of the Library Bill of Rights](#))

Motion to recommend this addendum as written to the Director's Council was made by Leslie L.; seconded by Su L. Motion approved.

9. Discuss and Update MORE Circulation Policy – Renewal and Extension Addendum

Loan periods are determined by the library where the item was checked out, referred to as the lending library. **Library staff may not adjust due dates on items from another MORE library, without explicit permission from the owning library.**

Motion made to reject the addendum made by Su L.; seconded by Christine L. Motion approved.

10. Discuss and Update MORE Circulation Policy – Lucky Day and Rental Addendum

The Lucky Day Policy and Fee-Based Rental Policy are currently separate policies. It is proposed that these two policies be merged into one policy and the individual policies be archived.

Proposed edits to Circulation Policy

LOCAL HIGH INTEREST COLLECTIONS

Local high interest collections, or collections that only circulate locally such as Lucky Day and Rental Collections, must adhere to, at minimum, a 1:1 ratio of free circulation to locally circulating items. This ratio may not include any items purchased with MORE Collection Development Funds. There are no holds on any local high interest items. Local high interest items are not renewable.

Local High Interest items should be returned to their home library location. If lucky day items are returned to a non-owning library, ~~please contact the owning library for instructions for return.~~ do not check item in, make a note in the item record noted item was sent back to the owning library from the non-owning library and the date xx/xx/xxxx.

Each library will determine the size, composition and fee structure associated with the collection. Libraries must catalog items accordingly.

Motion made by Christine L. to approve Local High Interest Collection Policy with proposed changes by Su L.; seconded by Jennifer R. Motion approved

11. Discuss Text notification options

In July 2024, MORE Directors Council approved funding for a text message notification service for patrons and selected the Text4Library product from ShoutBomb. This new service will deliver overdue, pre-due/courtesy, and hold pickup notices to patrons via text message (SMS). Library staff will configure patron records if patrons opt to receive notices by text message.

Here's the implementation plan:

1. Add a new "TEXT" notice preference option staff can select in the patron record in Sierra, in addition to the current phone and print options.
2. Create a new variable-length field for patron records to contain the number to receive text messages (no carrier extension will be needed)
3. Clean up patron record data:
 - a. For patrons with email or "none" as notice preference and a text notification destination only (phone number with carrier extensions) in the email address field, move current text notification numbers from the current email address field to the new field for text messages and change the notice preference to "text"
 - b. For patrons with email or "none" as notice preference and both a regular email address and a text message destination in the email address field, move data as above and add a message to patron records flagging staff to update the notice preference if text is preferred over regular email
 - c. For patrons with phone as notice preference and email data in their records, move data as above

4. Configure scripts to send data daily to the Text4Library service
5. Update IFLS Article Index documentation
6. MORE Registration Cards will be updated with the text option

At the time of implementation, patrons will only be able to receive one type of notice: text, email, or phone. Only staff will be able to change the notification option. Text options will go out separately from the other types of notifications. Notices will go out twice a day. Renewing items will be possible through this service. The anticipated rollout will be in early 2025. Lori will communicate service timing and patron record adjustments through the TWAM newsletters.

Various committee members agreed to help test the text notification system before rollout.

12. Discuss and Approve preferred/legal name formatting

Innovative has the option to display both the preferred and legal name in a patron record. Committee members were able to watch a video demonstration of this feature <https://iii-itlc.s3.amazonaws.com/LibGuides/LibGuides+Articles+and+Docs/Sierra/Circulation/Videos/Sierra+Empower+your+patrons+with+a+Preferred+Name+option.mp4>

Motion to approve implementation of this feature made by Jennifer R.; seconded by Paula S. Motion approved.

Of note is that the legal name must be on billing notices.

13. Announcements/Information Requests

This is Kathy Setter's last Operations Committee meeting before her retirement next month.

Next meeting to be held in February 2025, time, place, and date to be determined.

14. Adjournment Paula S. adjourned the meeting at 4:01 p.m.

Minutes respectfully submitted, Meagan Bennett - Bloomer