

**LAKELAND LIBRARY COOPERATIVE
ILS COUNCIL MEETING
Thursday, October 11, 2018
English Hills Banquet Center, Grand Rapids, MI
Official Minutes**

Call to order: The meeting was called to order at 10:20 a.m. by Chair, Britney Dillon. The roll call and sign-in sheets were circulated.

Public Comment: There was no public comment.

Approval of the agenda: Motion by Teresa Kline from Fennville to approve the agenda of the October 11, 2018 meeting. Seconded by Ingrid Boyer from Saugatuck-Douglas. Motion carried by unanimous vote.

Approval of the minutes:

- Corrections: The Ottawa County presenter is Kevin Bowling, not Tim [Claire]. Add commas to the Cedar Springs notes (people, babies and adults, sign) [Donna]. Clarification to add that the Fruitport millage did not pass prior to the Hudsonville comment [Melissa].
- Motion by Kelly Tinkham from Newaygo to approve the minutes as amended of the August 9, 2018 regular meeting. Seconded by Laura Rodriguez from Croton. Motion carried by unanimous vote.

Board Report: The new Board President is Diane Kooiker. Prior to this meeting, the Board approved financial institutions, an auditor, and endorsed Lance Werner as ALA President Candidate.

Cooperative Staff Report: No questions on written report.

1. Online Registration: This will be starting soon. MCLS added the new Fruitport ptypes to the ptype map on MeL central and nothing broke. We will move forward with Fruitport ptypes next week. We will work on i-Tiva to go live by the end of this month. I-Tiva will have a generic introduction recording that states Lakeland Library Cooperative. On a hold pickup it will speak the library name. Because we must edit 1000's patron records for i-Tiva, we will delete expired patron records with no fines, bills, items checked out from 2014 or earlier this month. There are about 43,000+ patrons - the majority are KDL and GRPL. Please continue to put the ## sign in front of the phone numbers until Sheryl specifically says you should stop. Libraries will get a list of deleted patrons. Once i-Tiva is live and no new problems crop up with the new Fruitport ptypes, we will start working with online patron registration.
2. Arizona DL: Information was given to Circ Forum shared by Leslie Garrison from Georgetown. Patrons moving from AZ are allowed to put a MI address on their AZ license which has a very long expiration date. The MI Secretary of State does not recognize an AZ license with a MI address. Those patrons should be told they need a MI license. Or libraries may use the alternative registration policy with two other pieces of ID, one with a photo and one with current address. Just be aware of the situation.
3. Sierra 4.1 Upgrade: The upgrade will be Wednesday, October 17th, after libraries close. This will offer a partial fix for Sierra Statistics and then a patch later will finish the fix. An Encore update will be scheduled later to install version 4.7 SP3.

The fix with IP recognition and “local to top” appears to be in the new Encore release. Sheryl has asked Innovative for clarification.

LaVonne Marshall from Coopersville asked for clarification on the MeL Databases link. If libraries provide a simple link to the MeL databases, that will continue to work if that is what you provide on your website. But if you use any direct links to specific databases, those individual links need to be checked and updated. For example, links to the genealogy database, or any of the direct links to kids databases.

Committee Reports:

Circulation Forum: Ingrid Boyer from Saugatuck-Douglas asked about student cards and restricting access to online resources, particularly Hoopla and Freegal. LaVonne Marshall had the same question. LaVonne will look further into it with Hoopla. Libraries will need to check authentication methods for each vendor. Overdrive and RB Digital will allow student card access because they only authenticate by barcode prefix. You may be able to have a secondary check other than by barcode prefix but that will be vendor specific.

There was a question for clarification on adults with disabilities from the Circulation Forum minutes. Carol and Sheryl sent out an e-mail prior to this meeting. An adult is defined as 18 years and older, both in the LLC registration policy and the library privacy act. Discussion ensued.

Old Business: There was no old business.

New Business:

1. Fines Only Submissions to Unique Management: In anticipation of the Sierra 4.0 upgrade and the change to collection agency parameters, we stopped running the Fines Only reports which have been run monthly since 2008. The Fines Only program was optional and over time libraries have opted in and out. Fines Only was an additional submission report to the regular submissions. Regular submissions require at least \$40 owed with one overdue billed item 63 days or more. Regular submissions are sent every Sunday morning and will continue. We are planning to once again run the additional Fines Only submissions report in November and it is a good time for libraries to evaluate whether they want to continue with the Fines Only program. In 2008 each library decided whether to opt in. Before the next report is run, each library will have the opportunity to continue with the optional Fines Only report. An email will be sent out today after this meeting. Please respond to that email by the end of the month. We want to hear from everyone. LaVonne Marshall noted that her library is on the list but that she wasn't aware they were part of the program. Sheryl explained fines only submission report and agreed that with staff turnover, it is probable that many libraries have forgotten or never knew they are part of it. Fines Only looks only at total money owed and doesn't require the presence of a billed item. However, there are inherent problems with this report. Sheryl gave the following example: A billing notice for expensive audio book is printed on Saturday. The billing notice is sent in delivery on Monday morning, but it happens to be a Monday morning when the Fines Only submissions are sent to Unique. The patron with this audio is prematurely sent to collections even though the patron has not yet received the billing notice for it. On the other hand, a patron checks out 5 DVD's and returns them late so that he/she is fined \$10 each and owes a total of \$50. Patron owes only fines over \$40. In this case, the Fines Only report will pick up this patron and submit them to collections. Under the regular

submissions report, this patron would never go to collections because he/she doesn't have a billed item overdue, everything has been returned, they just owe the late fees. Hackley asked about current patrons in collections. A change to the Fines Only parameters will not affect patrons already in collections, only new submissions under Fines Only starting in November. Kerry Fountain noted that in the case of the \$50 patron, there is now the added \$8.95 collection agency fee to the patron balance, and the library already has the materials back. Withdrawing from the Fines Only program will result in fewer accounts sent to collections and could save money. Diane Kooiker explained the reason Herrick never participated in the Fines Only program was because in the example of \$50 fine along with the addition of the collection agency fee, it seemed harsh because there were no materials to recover at that point.

2. Non-Resident Policy Question: The current Lakeland Non-resident policy states that each non-resident will have only one record in the Lakeland shared ILS. This is not practical on several levels. The ILS Council would like to recommend allowing multiple records which will allow for accurate expirations and statistics per library. If registration is done right, all cards will link to the patron's driver's license. The recommendation is that we suggest to the board to eliminate the last two sentences in NR 2.4. Motion by Claire Sheridan from Spring Lake to recommend to the Lakeland Library Cooperative Board that we retain only the first sentence in paragraph 2.4 of the Non-Resident policy and eliminate the remainder of the paragraph. Seconded by Peggy Hemerling from Hastings. Motion carried by unanimous vote.
NR 2.4 would read as follows: Non-residents may obtain cards at as many participating libraries as they wish, paying applicable fees.

Member Announcements & Sharing: There were no comments.

Next Regular Meeting: The next meeting will be December 13, 2018 following the 9:30 a.m. Board meeting at Kent District Service Center.

Adjournment: The meeting was adjourned at 11:56.

Respectfully submitted,

Carol Dawe
Lakeland Cooperative Director
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