

CIRCULATION FORUM MEETING

December 4, 2019 at 1:30 pm

Loutit District Library

Meeting Notes

Select a Recorder - Jen V

Approve the Agenda - Motion to approve from Veronica (Flat River), Second from Shanie (Ionia)

Approve the Minutes of the August 28, 2019 meeting - Motion from Erik (HDL), second from Leann (Zeeland)

Items

- 3 more libraries are going fines free
 - Allendale all print
 - Henika and another, juvi print materials fines free
- Sierra Display issue
 - This manifests many different ways
 - It is a reported bug, does not have a fix yet
 - It can be partly fixed by following the directions Sheryl sent out about adjusting the Compact Browse settings
 - If the bib record is missing from the top of the screen, click on one of the tabs on the left side of the record and Sierra will correct itself. This may stick for a few searches but you may have to repeat this again later.
 - A more permanent fix for this involves the Settings on your logins BUT changing this setting means that you will lose the book jacket display in Sierra. Click on Settings, Click on the Display tab. Halfway down the popup window is a check box for Compact Browse. Check that box and Save Settings.
- Please remember to **always** page and print items when placing them on hold. If you don't, Sierra will never tell the libraries to pull it for your patron.
 - There will be an update to the wording in 5.1, hopefully this will make things clearer
- As an FYI, some libraries are choosing to not use the New status for any of their books (Thanks!)

Patrons

- Additional MBLOCKS
 - With the updates to nonresident cards, there will be no need for the nonresident MBLOCK

- MBLOCKS prevent patrons from logging in online, automatic renewal, some databases and ematerials, as well as preventing all check-out
- We don't want to replace any as it will mess with existing records
- We can add more, have plenty of space
 - Think about it and if there is one you would like to see added, let Sheryl know
 - Sheryl only has about 14 characters to use to name these blocks, so short and simple messages only
 - Leann from Zeeland suggested an incomplete registration block
 - Alicia from Herrick suggested a Duplicate Records block
- Nonresident Card update
 - Currently, most libraries have their Hoopla set up to let only their barcode prefix access (IE HDL only allows 21309), all nonresident cards start 20000, so if any one library set their Hoopla to allow that prefix, it would allow all nonresidents access to their Hoopla
 - The reciprocal borrowing software was originally purchased for KDL to be able to limit borrowing, but it was never used that way
 - Some libraries are using it for other situations
 - Sheryl has found a way to use it for nonresident cards so that patrons could use automatic renewal and self-checkouts as well as place holds at their home library
 - This system only allows patrons to place bib-level holds on only items that their home library owns and they will have to wait until that specific copy is available
 - Library directors should have gotten an email about Adobe esign in conjunction with this
 - This will be implemented on January 1st system wide
 - If you want Sheryl's help removing nonresident MBLOCKS, let her know
 - Sheryl will email library directors about whether or not they want the MBLOCKS removed
- Patron registration contact list
 - All patron records are supposed to be initialed in case there are questions, but sometimes there are just updates happening and no initials in case of questions
 - Should we have a list of contacts from each library for specifically registration questions?
 - This is something not on the new contact directory
 - Some libraries have one person that handles multiple jobs, some libraries have many people with specific jobs
 - Dwayne makes a motion to request a more informative member directory from the Advisory Council, seconded by Cathy - approved
- Patron registration policy

- Patrons sometimes have issues finding out where they need to go to get a library card and library staff isn't always the most helpful
- Please, please, please - if you aren't issuing a card to a patron, check exactly where they need to go to get a card, don't just guess based on their mailing address, check their township!
- Lakeland has a listing of what townships are serviced by which libraries
 - http://llcoop.org/ilsinfo/contract_lib_areas_2017_11.pdf
 - http://llcoop.org/ilsinfo/Member_Library_Service_Areas.pdf
 - <http://llcoop.org/ilsinfo/townshipsserved.pdf>
- Establishing patron residency with American FactFinder or other resource
 - This is unfortunately in the process of being phased out
 - Some libraries are using TigerWeb (<https://tigerweb.geo.census.gov/>), others are using BS&A online (<https://bsaonline.com/MunicipalDirectory>)
 - Some libraries actually print out the patron address information to send with them as a helpful tool if they need to go to another library
- Please also follow Lakeland policy when issuing cards, especially if it is for another library
 - http://llcoop.org/policies/ils_patron_registration_2018-11.pdf
 - http://llcoop.org/policies/ils_council_circ.pdf
- Email notification
 - Email notices are being sent, but that does not mean they can be received
 - Particularly AmeriTech and ATT.net email domains
 - There is nothing that Lakeland can do for this issue
 - Sheryl suggests patrons talk to their email provider or supply a different email address
 - If a patron is going to contact their provider, they should mention the llcoop.org emails are now coming from a new IP address
 - Shoutbomb is another alternative for patrons, but it only notifies patron of items that are due, it does not say what has been renewed. There is a command to request all due dates (MYBOOKS)
 - Also, these emails are now coming from a new IP address. Sheryl suspects that this may correct itself eventually, in some cases.

MeLCat/RIDES

- RIDES Labels
 - Please be sure to always securely attach MeL Labels to all MeL items
- Upcoming MeLCat policy changes
 - These policies, once approved, will likely go into effect on January 1st

- Most of these changes will be taken care of by Sheryl on the back end
- Longer institutional check out, 5 weeks to 7 weeks
- Longer patron check out, 21 days to 28 days
 - The system will still automatically renew these items only once, so patrons may now have items for a total of about 2 months
- MeL is increasing their limit to 70 active items at a time, but our patrons are still limited to 25 holds at a time
- If you see an item that has a Lakeland hold and it triggers for a MeL hold, you can cancel the MeL hold (which just move the hold to the next library), and then fill the Lakeland hold

Updates and Reminders

- Sierra 5.0 Update
 - Create Lists now rerun(!), and edit, lists instead of having to recreate it every time
 - Print Receipt is now a toggle button instead of a checkmark
 - This is so we can soon add an email receipt option (yay!) for those libraries that want it
 - JAR issues should be addressed tomorrow, December 5th, Lakeland is very hopeful that this will end the issue, but they don't 100% guarantee it
- OverDrive
 - Increased our Partner Libraries options to include the Suburban Library Cooperative
- Georgetown has opened their new library!

2020 Meeting Dates and Locations

- February 26, 2020 - Fremont Area District Library
- May 27, 2020 - Leighton Township Library
- August 26, 2020 - Flat River Community Library
- December 2, 2020 - Sparta Township Library

Next meeting: February 26, 2020 at Fremont Area District Library at 1:30 pm