

CIRCULATION FORUM MEETING VIA ZOOM

August 26, 2020

1:30 P.M.

Select a Recorder – Jen V, Herrick

Approve the Agenda – Motion from Ronda from Leighton, seconded by Kelly from Newago, passed

Approve the Minutes of the February 26, 2020 meeting – Motion from Leann from Howard Miller, seconded by Erik from Herrick, passed

Items

Water damaged items in delivery

- Don't put wet items in delivery without putting it in some sort of protective material, such as a Ziploc bag or other airtight container.
 - Herrick has been taking pictures of damaged items and emailing instead of sending wet stuff back

Paging Lists: Bib, Item and INN-Reach

- Most libraries are back in MeL, by the end of September, we will all be back, so make sure to run all of your lists

Clear Holdshelf

- Please do this as often as you were before shutdown, at least a couple of times a week
- Lakeland has upped the maximum number of holds to 50, this means that if you are not clearing your holdshelf, you may end up with lots and lots of holds on the shelf
- Anything that was on hold from before closure should be off your holdshelf now, including MeL holds

Patrons

Billing and Overdue notices

- Overdue was turned back on end of July, billing started around the beginning of August
- You may not get very many overdues as you should only see the ones that don't go to iTiva or email automatically
- There were probably quite a few when we started billed again and you probably haven't had many since, but expect a bunch more starting today, 8/26/20 and from now on should see more like normal levels
- Fines are cancelled until the end of October for everyone
 - Some libraries that are completely or partially fine free, those will not be effected by this
 - Herrick's materials are fine free through Dec 31
 - Again, may have to explain to patrons that replacement fees are still put on accounts, but if things are returned by Oct 31, the overdue fines will be waived

Collection agency

- New accounts are sent on Sunday mornings, but we haven't quite caught up and not much new has been sent yet
- Unique is letting people they contact know about the cancellation of overdue fines
- Right now, at 10 days, overdue notice sent; 30 days later the item is billed; an item must be 63 days overdue to go to collections (and the account must be over \$40)

Expired patrons – procedures

- When you know a patron has moved, do you expired their card?
 - At Herrick, they allow one further checkout and then require proof to update their card.

- At Zeeland, they update the card, allow one checkout, then require that the patron gets properly updated
 - They update the A-field so any notices go to the correct address
 - Sheryl recommends this method
- Ionia does what Zeeland does, but saves the old address in a note field
- Herrick asks if there is a reason libraries update the address, but not the codes that go with it, they find it confusing when looking at a patron record
 - Zeeland doesn't change those codes because the barcode isn't changed yet
- GRPL has pushed all patron expiration dates back one year to alleviate some of the issues they were expecting
 - Sheryl has extended some expiration dates for a couple of Lakeland libraries as well
- What are some policies that address this?
 - Herrick doesn't have any specific policy, but typically they ask their patrons address, phone, email and verify via photo ID for other libraries
 - Ionia does have this in their policies, for their patrons, they ask about address, phone, and email, for other patrons, they require photo ID
 - Zeeland is the same, don't require photo ID for their patrons
 - MG is similar
- What kind of proof of address do you require for renewing cards?
- Lakeland has been renewing cards for patrons who send in requests through OverDrive, they had been doing 1 year, but now that most libraries are open, they are giving 1 week and telling them to contact their home libraries so that they can access their holds

Patron records with mismatched fields

- Sheryl cleans these up as she sees them
- When changing patron records, we have to remember to change address, phone as needed, email as needed, as well as *Pat Agency Code*, *pcode4*, and home library
 - Pcode 4 and Pat Agency must match the library that issued the patron's card, home library may have some differences, these are how counts are taken and statistics are run – which may affect your state aid
- KDL and GRPL cards registered to our system – make sure to use the correct codes here as well

Student/Restricted cards – local procedures at other libraries

- KDL is issuing cards to students who live outside their service area but go to school in KDL. If the child gets a card from their home library, KDL will update them and allow them more service.
- Herrick is looking to start up a student card and wonders how other libraries are doing it (please send info to adeluna@herrickdl.org)
- Zeeland has been doing them, they limit to 3 print materials, offered to any ZPS student
 - Had one student that was excited to have a student card that he was solely responsible for so that his guardian couldn't run his card into the ground
 - They have seen an uptick in unreturned materials
 - Cards are good for 3 years.
- Shanni for Ionia has offered to share their policies and procedures, Tamarack asked for this ask well
- MADL had integrated this into the school registration program, so when a parent signs a child up for school, they are presented with a library card application as well, the school secretaries are verifying all address info before sending it on
 - Good for 3 years with no limitations, just a message to get parent's ID info
- Loutit also has student cards
 - 1-year expiration, only one item per checkout

Home Library Pickup – what to change in patron records

- **Must change both home library and p-type** so that the patron gets full access to materials including AV and New
 - This prevents New books being sent to other libraries
 - An example would be a Herrick patron wanting to pick up at Howard Miller, if we forget to change the p-type, New Herrick books would be sent to Howard Miller for this patrons to pick up instead of Howard Miller New books being set aside for Howard Miller pick up
 - This include KDL and GRPL cards
 - Can check Lakeland website to see home library agreements

MeLCat/RIDES

INN-Reach reports changes

- Should be running INN-Reach reports again now
 - In Transit Too Long: 22 days
 - Returned Too Long: 29 days
 - Institutional Overdues: 38 days
- Before contacting a library, make sure that they are open and participating
- If you have a return for a library that is not currently participating, you can send it to ZY001 Midwest Coll for Lib Services

Updates & Reminders

Capira Mobile App

- The committee is about to start testing the app
- Sheryl expects that by late September, it should be up and running
 - Self-check-out and mobile registration have a lot of back end work yet
- When it's ready, it will be released to all regular app stores

Delivery

- If you need bags, ask for bags!
- Please be sure to follow best practices when packing bags
 - Do not stuff books into bags, only flat stack
 - Transit slips should always cover the two-letter code sticker and slips should face the back
 - All two-letter codes in Sierra are lower case, watch for i/l
 - Under-filling is better than over-filling
- Green bags for mail delivery are often short due to quarantining, so they are not currently using them, just place mail in a blue or grey bin
- Lakeland is routinely short of blue bins due to quarantining
- You do not need to quarantine items delivered to you from Lakeland because all items are quarantined for 4 days before they are checked in when returned, so they are quarantined before being sent to Lakeland where they are only handled by staff wearing gloves and masks

Sharing: questions, concerns, challenges (your chance to share ideas & stories of successes, failures and more)

Library staff

- We've been forced to think outside the box, Zeeland had set up a window shopping display for their express books
- Streaming programs has been taken well
- Beanstack was popular

Patron service

- Curbside has proven to be very popular
- Patrons are overwhelmingly excited for us to be back

Next meeting: December 2, 2020 at 1:30 p.m. (tentatively Sparta Township Library) (and Zoom?)