

CIRCULATION FORUM MEETING

August 31, 2022 Spring Lake District Library

1:30 P.M.

DRAFT MINUTES

Select a Recorder – Jen Vredeveld (HDL) There were 23 people in attendance at the meeting.

Approve the Agenda – Motion by Veronica Pitchford (Flat River), second by Pam Osborne (White Lake), motion passed

Approve the Minutes of the May 25, 2022 meeting (attached) Change agenda to minutes– motion by Dwayne Betcher (Herrick), second by Matt Lubbers-Moore (Fruitport), motion passed

Director's report: Carol Dawe

- Carol was not present
- Yay Nora Roberts!
(<https://www.hollandsentinel.com/story/news/politics/elections/issues/2022/08/30/romance-novelist-nora-roberts-donates-50k-to-jamestown-townships-patmos-library/65462943007/>)

Member Services report: Amber McLain

- Patron Point
 - Field testing to start soon
 - See website member page to view service area google maps
 - <https://llcoop.org/member-directory/>
 - There are also county maps at the bottom of the page
 - Contact Amber if you would like township specific files
 - amber@llcoop.org

Items

- Short Bib record unsuppression discussion with Jeff Lezman (LLC)
 - Cataloging at Lakeland used to involve paper forms that were sent in to LLC for each item to be cataloged
 - Now the form is in Sierra and this becomes a Short Bib
 - Items can be attached to these records
 - Currently suppressed because they are not as searchable and are missing some information
 - If unsuppressed, patrons would be able to see records for items in processing in the catalog (BiblioCommons)

- Herrick already does this
- The format type will show as unknown for short bibs, but it is still holdable by patrons
 - This may confuse patrons
- Only patrons of libraries with attached items will be able to place holds
- It generally takes 1-3 business days to switch a short bib record into a full bib record, unless the information is not available yet (shelf-published or advance orders)
 - We would not be unsuppressing these short flip records, only the “problem” records
- Any patron can place holds on records without items attached, but once there is an item attached, it restricts to that library’s patrons
- Staff can already do this for patrons through Sierra, but this would allow patrons to do this on their own through BiblioCommons (or Capira)
- This will not change the new item rules
- Having patrons have to talk to us to place these holds can be beneficial because it allows us to have a conversation with that patron about the new book rules and it tells the library what patrons are looking for
- This may result in upset patrons if their library never purchases the title and the 365 days runs out and the hold expires before an item becomes not new
- Currently, Herrick is an cataloging center library and they create bib records with dummy LL item records attached that all library patrons can place holds on
 - Once Herrick receives the item, they then delete the dummy record and replace it with their actual item record
- This is how we sometimes end up with two bib records, one Herrick one and one short bib record
 - The staff makes sure to merge those two records when the time comes so patrons don’t get lost on the wrong item
- If patrons are using your specific, scoped version of BiblioCommons, these short bib records will not show unless your library has entered an item for it
 - They will all show in the parent LLC BiblioCommons catalog
- Patrons may end up placing holds on the wrong format because they will all be listed as unknown
- This would sort of mimic the option to pre-order books on Amazon
- This will again be discussed at the Advisory Council meeting next week
 - LLC may test some of these records to see what happens before making a final decision
- Let Sheryl know if you have any other thoughts

- Are you still purchasing DVD's and Audiobooks?
 - Fruitport – DVDs yes, audiobooks limited
 - Yes, both
 - Some order both DVDs and Blurays
 - Audiobooks seem to be dying
 - MADL is still strong for DVDs, though they are cutting the budget, audiobooks are far less and they are cutting the budgets
 - Loutit DVDs still popular, still buying both
 - Herrick will likely slow down audiobooks and possibly DVDs
 - Many libraries that are slowing physical audiobook purchases are upping digital audiobooks, particularly Hoopla limit increases
 - Grant's patrons are very rural and not everyone has internet, so they rely on physical content
 - Only 'big hitter' authors purchased on audiobook
- Do you limit the number of DVD's a patron can have out in addition to the system limits?
 - Limit to 10 (system limit 15)

Patrons

- Annual Purge of expired/inactive patron records (2018 and earlier)
 - LLC policy is to remove records that are expired for 3 years by both Circ Active and expiration dates
 - Waits until after summer reading to purge, so it is coming soon
 - Records with fines are purged after 7 years at the beginning of next year
 - This follows the statute of limitations law in MI, which is 6 years
 - We are on schedule for yearly purges after having cleaned up during the pandemic
- Preferred Name/Legal Name reminder
 - Now both required fields
 - Unique uses Legal name
 - All notices use preferred name
 - Including MessageBee, the new phone notification system
 - Some staff struggle because the legal names are listed first in the patron record, and that's what they call the patron
 - Sheryl will check into this and see if we can get the preferred name first
- Online Payments
 - Biblio (and old system) offers PayPal option, but this does not interface with Sierra, so will not clear fines

- Sheryl is trying to turn this option off, but hasn't been successful yet
- We do not have access to this payment landing page, we may be able to add an informational header
- DO NOT WAIVE FINES that have been paid by PayPal because Sheryl needs to know what that money was for
 - Contact Sheryl or tech-help@llcoop.org and send them the patron's information and what was paid for (amount), Sheryl will then clear the patron's record
- It is unlikely that Innovative will update on this anytime soon since it would be an enhancement request.

Updates & Reminders

- MessageBee (i-Tiva replacement) update
 - This has been tested and is going well
 - Sheryl will be contacting libraries to see who Unique should send the unsuccessful notices to at each one
 - This will launch soon, perhaps in a week or two
 - At that point, hold pickup will be extended one day, from 7 to 8 days
 - All overdues and hold pickup notices will be run centrally, once a day
 - Billing and paging are the only notices that will need to be run at libraries
 - After the initial go live, Unique will work with each library will set up their own caller ID, so patrons will see the call as coming from their home library. For now, the phone number will be the main LLC number, so if they dial it back, they will reach LLC
 - The messages will also say the owning library's name of the overdue/ready for pickup item
 - Notice frequency is set by iType, but usually the first overdue notice is at 5 days and the billing notice is at 35 days
 - For hold pickups, MessageBee is next day notification, Shoutbomb is within a few hours
 - Patrons will not be able to call in and see what they have checked out and there will be NO TELEPHONE RENEWAL of items with MessageBee
- New Branches at MADL and Herrick
 - MADL is opening a book mobile, and an outreach van, as well as a satellite branch which was recently opened in Laketon Township.
 - Herrick is launching a second book vending machine on the north side of town by the Park Township Offices (First location: https://herrickdl.org/locations/HH/?_ga=2.3434032.1680484174.1661789055-979770570.1625683488)

- White Lake is installing 3 locker locations
- Capira
 - Reading History – if the history is very long, it can time out and not be able to load
 - Capira is working on a new release for this fall that should address this issue
 - Self-Checkout – have had some issues with people messing up the authorizations for the app and the camera, causing it to not work
 - Volume-Level holds – still not working when placed in Capira
 - Capira is working on this, but it requires an edit to the API from III which is supposed to be in the next Sierra software release
- BiblioCommons
 - Reading History – it can't be sorted because of how it is pulled from Sierra, so it is just something that can't be done
 - To work around this, you can advise that patrons add their history to their Completed Shelf, which can be sorted and manipulated
 - Patrons who want to clean up their reading history will have to log into their accounts on Lakenet where they will be able to edit, export and clean up their reading history:
<https://sam.llcoop.org/patroninfo>

If you notice something behaving oddly, submit a ticket to tech-help@llcoop.org and be sure to include as much detail as possible.

Next meeting: If needed November 30, 2022 in Allendale at 1:30 p.m.