

**Lakeland Library Cooperative
Circulation Committee Meeting
May 24, 2023
Grant Area District Library, Grant Michigan
1:30 P.M.**

Unofficial Notes

- I. Call to Order
 - A. Meeting called to order at 1:35
- II. Additions/Changes to the Agenda
 - A. None put forward
- III. Approve the Agenda
 - A. Motion by Veronica -Flat River, second by Pam -White Lake, motion passed
- IV. Approve the Minutes of the March 22, 2023 meeting (attached)
 - A. Motion by Tiffany -Newago, second by Lynelle -Howard Miller, motion passed
- V. Director's report: Carol Dawe
 - A. Email issue will likely continue for the foreseeable future
 1. Libraries that have their own domain name for their emails should send things they would like to go to llc_all to Amber (amber@llcoop.org) instead and ask her to send it out for you
 - a) IE Herrick has name@herrickdl.org will have difficulties sending to llc_all
 2. Lakeland is working on getting a replacement for Zimbra
 3. They are also looking at ways to manage the distribution lists
 - a) If you have any ideas or suggestion, please share them with Carol (carol@llcoop.org)
 - B. ILS Manager position is open, deadline is June 10th
 - C. LLC budget will likely go to the Finance committee in June
 - D. New sorter was hired
 - E. Watch out for the shiny new trucks with the new logo
 - F. Check the LLC website frequently for updates and information
- VI. Member Services report: Amber McLain
 - A. Patron Point
 1. Still working on better ways to handle rejected patrons
 - a) Currently working on having the information imported to Sierra so reports can be run
 - b) Patron Point is working on the coding right now
 2. Working on adding Recaptcha to the forms
 3. Working on Auto Renewal campaign

- a) This would involve Patron Point automatically checking if the patron is still at the same address and auto renewing the card
 - b) This may involve a charge to libraries, \$.30 per verification check, LLC will be looking into how to apply this
 - 4. Patron Point has the capability to create digital cards for Apple or Google wallets, LLC is looking into this
 - 5. Student forms are progressing, look for updates in the next couple of weeks
- B. If you would like training, let Amber (amber@llcoop.org) know what, when, and how
 - 1. LLC is looking at building their own version of a Niche Academy

VII. ILS Manager report: Sheryl VanderWagen

- A. Server report for Sierra tonight - should only be 15 minutes
 - 1. Patron may contact you, but should be up and running again in the morning
- B. ILS info page on the website updated regularly - <https://llcoop.org/ils-information/>
- C. Pink non-resident cards supply is running low, so Lakeland working on getting new one
- D. Update on Due date slips/email of same
 - 1. Working on options for printing due date slips
 - 2. Options tied to Sierra logins
 - 3. Look for an email once Sheryl gets it going
- E. New 1-day courtesy notice reminder (questions)
 - 1. Has been going for about a week
 - 2. Patron only get this email if their items did not renew and are due in one day
 - 3. 500 to 600 items get this email per day
 - 4. This does not replace the 3 day reminder
 - a) The 3 day reminder lets patrons know if their item has renewed, but some patrons don't read closely
 - b) The 1 day reminder only tell patrons about items that are actually due
- F. Monthly status reports cleanup
 - 1. Posted on the website <http://www.llcreports.org/>
 - 2. Sheryl sends out an email when they have been updated
 - 3. Let Sheryl (sheryl@llcoop.org) know by the end of June if you would like help with batch status clean up
 - a) Missing, Lost and Paid, etc
 - 4. Contact Sheryl (sheryl@llcoop.org) with any questions
- G. Web Management reports: Broken REPORTS image
 - 1. This is a bug in the system, it should be fixed in the next Sierra release
 - 2. The link the image represents is not broken, just the picture itself. You can still click on it to get back to the main page

- H. Create Lists slowness and reminder
 1. There are around 55 million items in the system, so some slowness is to be expected, but it was becoming an issue
 2. Sheryl opened a ticket
 3. It seems to be related to whether or not there are dates in the query
 4. This has been accepted as an issue and Software Engineering is looking into it
 5. If you use Create Lists, be sure to start your query early enough to finish. If you log out of Sierra before it finishes, it will never finish. Sheryl has to kill it the next day.
 6. Try to run only one query at a time or you will slow the entire system down while the multiple queries run. This includes check in and check out.
 7. Is there a better way to start or organize a query? No, not really, the system will handle them all the same.
 8. BiblioCore is offering to pull all OverDrive records from the cloud so they don't have to be hosted in Sierra, which may help reduce the number of records
- I. New itypes AGAIN (added two more)
 1. For video games, 7 day or 21 day holdable but not renewable
 2. <https://llcoop.org/wp-content/uploads/2023/05/NEW-ITYPES-W-LOAN-RULES-4-23.pdf>
 3. If you have any questions or need any updates, email Sheryl (sheryl@llcoop.org)
- J. MeLCat/My MeL Link updates
 1. LLC forgot to update MCLS about our move to Biblio for the My MeL Page https://elibrary.mel.org/screens/pverify_web.html
 2. The page is now updated
- K. Document of locations that share video games to LLC
 1. Sheryl has a list, it is already out of date
 2. If you do not currently share your video games and decide you would like to, you need to let Sheryl (sheryl@llcoop.org) know so she can set it up in the system
 3. For libraries that share, are we okay with the complete item going on the hold shelf? It is assumed that they will be out and the borrowing library is of course responsible if a piece goes missing.

VIII. Ongoing Business

- A. Green Slips (attached- RACHEL UPDATE: new trifold design now available, updated Canva link below)
 1. https://www.canva.com/design/DAFj3ent56l/SnByeZv5JYzM1UXru_n7WAQ/edit?utm_content=DAFj3ent56l&utm_campaign=designshare&utm_medium=link2&utm_source=sharebutton
 2. May adjust to be three per page for more writing room
 3. Thank you everyone for responding when asked!
 4. Is it okay that patron info is on here? Yes.

5. Motion to approve by ?, second by Lynelle -Howard Miller, motioned passed
- B. Meeting Method- in person or via Zoom
 1. Make Winter meeting virtual? February meeting.
 - a) Motion to approve Shanie -Ionia, second by Tiffany -Newago, motion passed
- IX. Any Other Business
 - A. <https://lcoop.org/circulation-forum-committee/>
- X. Next Meeting Dates August 23, 2023 at Herrick NORTH BRANCH District Library in Holland, MI (155 Riley Street, Holland, MI 49424)
- XI. Adjournment
 - A. Motion by Shanie - Ionia, second Veronica -Flat River, motion passed

**Lakeland Library Cooperative
Circulation Committee Meeting
March 22, 2023
Zoom
1:30 P.M.**

Unofficial Notes

- I. Call to Order
 - A. Rachel calls the meeting to order
- II. Additions/Changes to the Agenda
 - A. None
- III. Approve the Agenda
 - A. Motion by Veronica, second by Ben
- IV. Approve the Minutes of the November 30, 2022 meeting (attached)
 - A. Motion by Veronica, second by Rogena
- V. Director's report: Carol Dawe
 - A. Working on general standards and intellectual freedom issues
 - B. Working with libraries with challenges
 - C. If you have need of Lakeland, please ask, either Carol directly or through the Tech Help email – tech-help@lcooop.org
- VI. Member Services report: Amber McLain
 - A. Patron Point, still working out some kinks
 - 1. Reports full of sensitive data, so figuring that out
 - B. Capira enhancements on the way, ability to self-update items
- VII. ILS Manager report: Sheryl VanderWagen
 - A. Videogame sharing update
 - 1. All libraries answered the survey sent out
 - 2. Sharing should be all set and requestable
 - 3. New iTypes available
 - 4. If you need a sharing location code, request one from Sheryl
 - B. Updating DVD's & Music to shareable
 - 1. If you would like your collection to be shareable, make sure to correctly set the location codes
 - C. GRPL/KDL Patron API check
 - 1. GRPL got a new website and this link was left behind, but has now been updated again
 - 2. If you use the GRPL link, be aware it may move again
 - 3. https://oldwww.grpl.org/cgi-bin/lc_restricted/eginfo.cgi
 - 4. <https://lcooop.org/ils-information/>
 - D. One day courtesy notice update
 - 1. Sheryl has been quite busy, so this is still coming

2. Sheryl will alert us when this is actually getting turned on
- E. MeLCat reports
1. Reminder, please be checking these reports regularly, MeL recommends monthly
 2. If you would need to bill for something, the MeL timeline only allows for 6 months
 3. Look for the procedures on the [MeL Wiki](#)
 - a) Username: melhelp
 - b) Password: mlum2s
- F. Merge patron records update if any
1. Thought there was an issue, but it was a special circumstance
 2. MeL transactions interfere with the merge, you cannot merge accounts until the MeL transactions clear
- G. Institutional due dates on some MeLCat loans
1. Random items were getting checked out with the incorrect due date
 2. Sheryl has fixed the loan rule setting that was causing this, so it should not happen anymore
 3. This was being caused when a Lakeland patron was placing a hold after a MeL hold had been placed and prepped
 4. If it does happen to you, please let Sheryl know
- H. Sierra 5.6 upgrade
1. Coming in April, either the 19th or 26th
 2. No new features, just fixes
 3. One of the fixes deals with the API issues that was mentioned in the MeLCat listserv
 4. Deals with renewing MeL items through BiblioCommons
- I. Renewal of items belonging to other libraries
1. Please remind your staff that they should not be taking advantage of other libraries' items, they should not renew more than the twice that is allowed
- J. Holds in Capira vs BiblioCommons
1. Multi-volume issues in Capira still exists, has not been fixed
 2. There is an issue with Capira's communication with Sierra
 3. Capira is working with BiblioCommons on this and the hope is that the Sierra update will help with this
 4. BiblioCommons has an update coming shortly as well that may help with this
 - a) Sheryl will be testing this soon
- VIII. Ongoing Business
- A. Pink Slip reminder

1. Please make sure you are using the specific two-letter code for each library, don't route it to the hub
2. Also, please face the two-letter code towards the back of the book, just like the green dots
3. New two-letter code map:
<https://drive.google.com/file/d/1j7HcbKXJG1ZeOg1-IZHaNXVCfzInM0vV/view>

IX. Round Robin

A. Marking items for display

1. Herrick uses the OPACMSG and IMESSAGE in the item records to route our items, see screenshots in appendix
2. It is not recommended to use other libraries' books on your displays
 - a) Fines or fines free can be confusing
 - b) Hold shelf issues
3. Side note, libraries may be eligible for a free Canva Pro account, Sara at Herrick may be able to help you through that process,
sdevries@herrickdl.org

B. Damaged Items from Other Libraries

1. Amber will look into sharing slips through Canva
2. Should we have a universal LLC process for this?
3. Universal, shared forms seem to be requested
4. As a reminder, please do not check in a damaged item, this loses the previous patron information and any protection you patron may have had
5. Some libraries add a note to the patron's record, which can be very helpful to the owning library
 - a) Please do not put notes on the item record if the item does not belong to you
6. Send what you use for a green slip to Rachel (rachel@sllib.org) so she can craft a universal slip by **Monday, March 27th, 2023**

C. Forwarding Circulation Committee info to other library staff

1. Those who have signed up on [this form](#) should be sure to share any info with the rest of their staff
2. The emails will no longer go to llc_all, though the minutes will still go out to everyone
3. The minutes are also available on the LLC website -
<https://llcoop.org/circulation-forum-committee/>
4. If you need some discrete help getting information disbursed to the whole library, let Carol know

D. Deceased Patrons

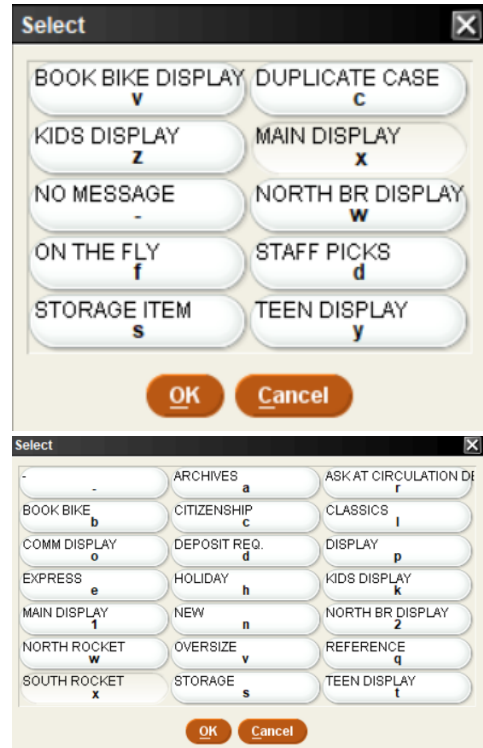
1. What do we do about checked out items?
2. It's hard to do anything unless we are notified
 - a) You can change the account so it doesn't get sent to Unique
3. Zeeland just checks them in and sets them to missing
4. Patmos will often forgive the collections fee if it gets to that stage
5. Kimberly Rice at says they check everything in and waive it

- 6. Herrick, if we are told, just works with the patron in any way they need
- 7. MG checks the items in and withdraws them
- X. Next Meeting Dates May 24th at Grant District Library, Grant Michigan
 - A. <https://events.getlocalhop.com/circulation-committee/event/cXjXnfAG9v/>
 - B. Look for the link to the Google doc for agenda items
 - C. Reminder to [fill in this form](#) to get the emails related to this committee
- XI. Adjournment

Herrick Display Procedure

At HDL we make use of the sticky message feature in Sierra. We do set the status to display, but that disappears after a patron check the item out. Sheryl created some IMESSAGE and OPACMSGs for us. The IMESSAGE will pop up when the item is checked in and that tells the pages to give the book to someone who works on displays. We have five IMESSAGES that we can use, one for adult displays, one for kids displays, one for teen displays, one for displays at our branch, and one for our book bike as we do not have a separate collection for that. The OPACMSG used to display on the OPACs when patrons searched for items, but that does not currently work with BiblioCommons (we've put in a ticket). We use the OPACMSG to indicate the exact display an item is on so we can find it for patrons. Besides telling us where our items are, another way this is helpful is that when a display is finished, we can use the IMESSAGE and OPACMSG to Create a List. You can create an item search list looking for the combination of tags you used and then just go down the results list and change those fields back to blank or No Message much faster than scanning each book in as it comes to you. This also allows you to change it on items that are currently checked out without messing up that check out.

If you have any questions, you can email Sheryl or me at jvredeveld@herrickdl.org



Review File Name:

Store Record Type:

Range: Stop:

Classic Enhanced JSON

Buttons: Group, Ungroup, Insert Line, Duplicate Line, Append Line, Delete, Clear All

Term	Operator	Type	Field	Condition	Value A	Value B
1		ITEM	IMESSAGE	equal to	x	
2	AND	ITEM	OPACMSG	equal to	o	

ZOOM CHAT LOG

13:35:43 From Veronica Pitchford to Everyone:
So moved

13:35:43 From Amber McLain (Lakeland Library Cooperative) to Everyone:
<https://docs.google.com/document/d/1Y9kFeN3Y53mtl0epx3iYSvYT-qLeNuYs/edit>

13:35:54 From Ben Knight HPL to Everyone:
2nded Ben at HPL

13:36:20 From Rachel to Everyone:

https://docs.google.com/document/d/1LCKENYLIyIeglSwhw4k6GAdX4a4L7f16Kga_ke5ExRs/edit

13:36:34 From Carol Dawe (Lakeland Library Cooperative) to Amber McLain (Lakeland Library Cooperative) (Direct Message):
In case I get pulled away.

13:36:52 From Veronica Pitchford to Everyone:
So moved - Veronica @ MG

13:37:00 From Rogena Simon to Everyone:
2nd MH Rogena

13:47:45 From Amber McLain (Lakeland Library Cooperative) to Everyone:
<https://llcoop.org/ils-information/>
https://oldwww.grpl.org/cgi-bin/llc_restricted/eginfo.cgi

13:49:46 From Alicia to Everyone:
Reacted to "<https://llcoop.org/i...>" with 👍

13:55:19 From Carol Dawe (Lakeland Library Cooperative) to Amber McLain (Lakeland Library Cooperative) (Direct Message):
Stay on after the meeting and we can talk. Let's wait to talk to Gene before we proceed with creating other access to the dashboard etc. just until we can talk in case you are working while this meeting is going on.

13:56:04 From Amber McLain (Lakeland Library Cooperative) to Carol Dawe (Lakeland Library Cooperative) (Direct Message):
Not working on this no, just organizing my to-do list

13:56:27 From Amber McLain (Lakeland Library Cooperative) to Carol Dawe (Lakeland Library Cooperative) (Direct Message):
But you got it

14:09:24 From Carol Dawe (Lakeland Library Cooperative) to Amber McLain (Lakeland Library Cooperative) (Direct Message):
I just approved all invoices and payroll 😊

14:10:18 From Amber McLain (Lakeland Library Cooperative) to Everyone:
Re: two letter code - I made a new map at the request of one library, so you all benefit 😊
<https://drive.google.com/file/d/1j7HcbKXJG1ZeOg1-lZHANXVCfzlnM0vV/view?usp=sharing>

14:10:48 From Rachel to Everyone:
👍

14:11:52 From Melissa Huisman - Hudsonville to Everyone:
what's the difference?

14:12:43 From Melissa Huisman - Hudsonville to Everyone:
ok - thank you!

14:13:23 From Melissa Huisman - Hudsonville to Everyone:
What about using other libraries books as displays?

14:13:37 From Melissa Huisman - Hudsonville to Everyone:
ethics

14:15:16 From Melissa Huisman - Hudsonville to Everyone:
No problem - we get extra copies for book clubs.

14:15:20 From Sarah P to Everyone:
HPL used to do that, I have stopped that practice because of the way that the hold status works and then the patron can't use a self check out because the item is showing on hold for someone else and if we actually check it in then it goes back to transit. IT was a huge mess that I said no thank you to

14:15:32 From Sarah P to Everyone:
Hastings

14:16:38 From Sarah P to Everyone:
canva now has a qr code creator if you use canva, it's been incredibly helpful for us with marketing displays and items we dont' have here physically

14:17:47 From Melissa Huisman - Hudsonville to Everyone:
what!!!!!!

14:17:53 From Melissa Huisman - Hudsonville to Everyone:
I paid extra

14:17:59 From Sarah P to Everyone:
we did ours through our friends group

14:18:05 From Jen/Lake Odessa to Everyone:
WHAT

14:18:14 From Leann to Everyone:
We create lists in Bibliocommons with the books that round out the displays and then include that with the display

14:18:22 From Jen Vredeveld to Everyone:
sdevries@herrickdl.org

14:18:31 From Jen Vredeveld to Everyone:
Sara can help you if you have questions

14:19:17 From Melissa Huisman - Hudsonville to Everyone:
yES!

14:19:19 From Anna-NADL to Everyone:
yes

14:19:26 From Veronica Pitchford to Everyone:
yes!

14:19:30 From Henika District Library - Courtney to Everyone:
yes

14:19:30 From Lisa Vande Bunte to Everyone:
Yes

14:19:30 From Sarah P to Everyone:
yes

14:19:32 From Kimberly Rice to Everyone:
YES - Kim@OL

14:19:34 From Pam O. to Everyone:
yes

14:19:35 From Melissa Huisman - Hudsonville to Everyone:
WE KNOW YOU ARE

14:19:37 From Ben Knight HPL to Everyone:
Yes

14:19:38 From Rhonda Burns/AL to Everyone:

Yes

14:21:00 From Melissa Huisman - Hudsonville to Everyone:
a UNIVERSAL LAKELAND DAMAGE FORM WOULD BE NICE

14:21:18 From Leann to Everyone:
I thought Lakeland has procedures in place

14:21:29 From Melissa Huisman - Hudsonville to Everyone:
They do, but everyone uses diferent forms

14:22:32 From Anna-NADL to Everyone:
That is the issue we are having at NADL, books with bindings broken
in two and no way to track the patron who had it because it was checked in

14:24:18 From Anna-NADL to Everyone:
we also look in the item record in sierra for notes about damages
at NADL

14:26:06 From Melissa Huisman - Hudsonville to Everyone:
send samples to Sheryl or amber to compile

14:26:14 From Veronica Pitchford to Everyone:
Reacted to "send samples to Sher..." with 🍌

14:26:16 From Rogena Simon to Everyone:
Do we use green slips in books still?

14:26:28 From Melissa Huisman - Hudsonville to Everyone:
our damaged slip is green

14:26:54 From Leann to Everyone:
Could we send someone what we use and then one person compiles the
information into one slip

14:27:25 From Rachel to Everyone:
Rachel@sllib.org

14:28:04 From Melissa Huisman - Hudsonville to Everyone:
Sorry, where is she at?

14:28:07 From Melissa Huisman - Hudsonville to Everyone:
duh

14:28:15 From Rachel to Everyone:
Circ Super at SLDL :)

14:28:20 From Jen/Lake Odessa to Everyone:
Winner gets chocolate??

14:28:23 From Melissa Huisman - Hudsonville to Everyone:
saw it after I hit send!

14:28:27 From Rachel to Everyone:
lol

14:28:57 From Kimberly Rice to Everyone:
Thank you Rachel!

14:30:45 From Rogena Simon to Everyone:
Send minutes to llc_all

14:31:31 From Sarah P to Everyone:
anything that needs to be passed on to staff we go over at staff
meetings each month. The director and assistant director receive the
emails so we have conversations if there are questions

14:31:39 From Rachel to Everyone:
👍

14:33:03 From Lynel Danckaert to Everyone:
We have a folder by the circulation desk. Any major announcements
and procedure changes are put in there and the staff can read through them
at slow times.

14:33:10 From Rachel to Everyone:
👍

14:35:12 From Carol Dawe (Lakeland Library Cooperative) to Everyone:
Does anyone have a policy?

14:36:49 From Kimberly Rice to Everyone:
We also check them in and waive everything

14:37:06 From Melissa Huisman - Hudsonville to Everyone:
you can always go to the estate sale..

14:37:35 From Veronica Pitchford to Everyone:
For our materials, we remove them from the patron's account and
withdraw them.

14:37:37 From Kimberly Rice to Everyone:
Thanks for the laugh Melissa

14:37:51 From Melissa Huisman - Hudsonville to Everyone:
Reacted to "Thanks for the laugh..." with 👍

14:37:52 From Amber McLain (Lakeland Library Cooperative) to Everyone:
Next Meeting: Next meeting:
<https://events.getlocalhop.com/circulation-committee/event/cXjXnfAG9v/>

14:39:00 From Rogena Simon to Everyone:
Thank you!

Placing HOLDS

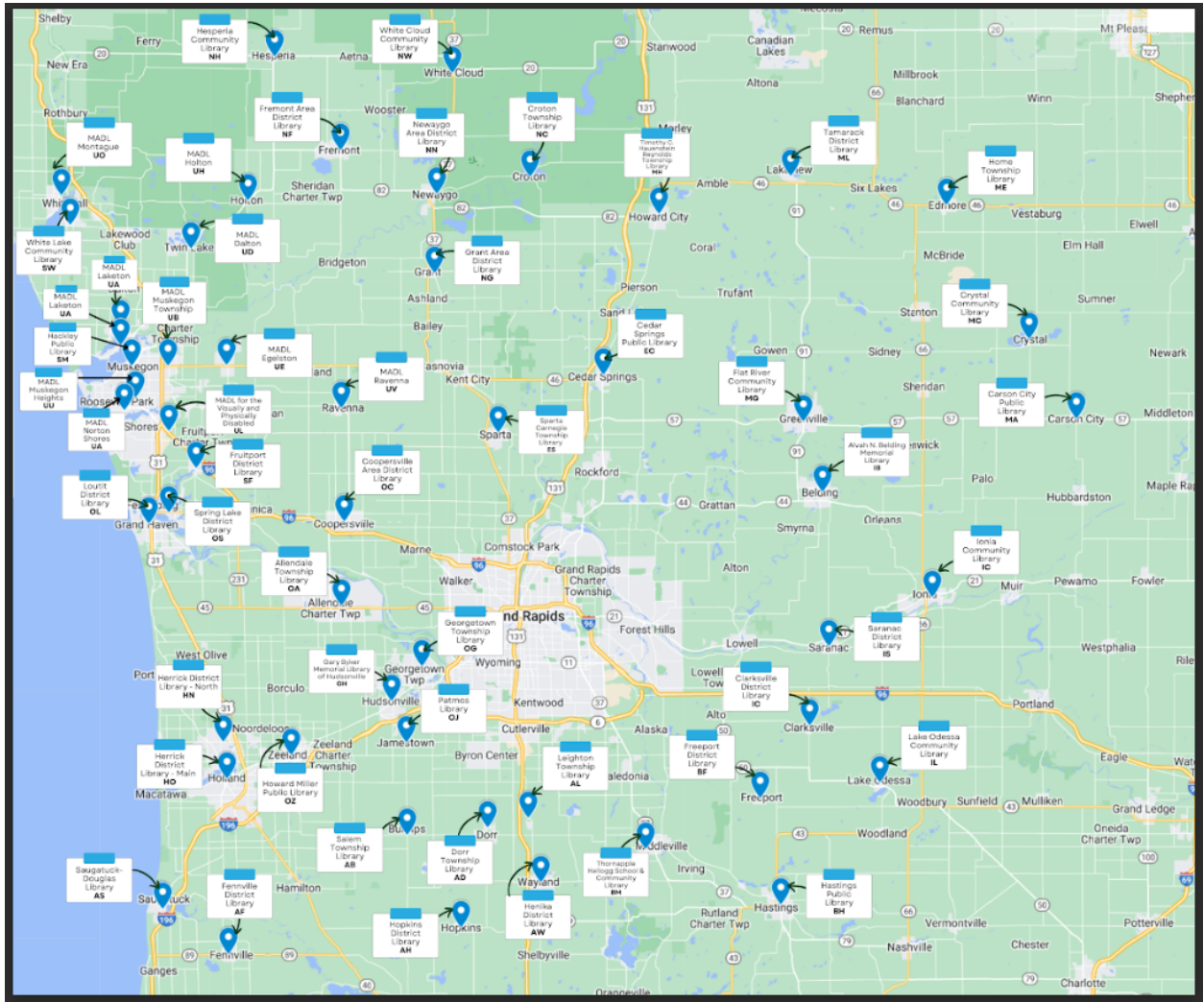
Call Num	Barcode	Location	Due Date
AF Kapoor	31394001334770	oad	ON SHELF
Fiction Kapoor 01/23	31340001396475	ocd	02-24-2023
FIC Kap	31342001167203	afd	02-27-2023
AF KAP 1/23	31345002085035	mgd	ON SHELF
AF/Kapoor	31352001563269	ohd	ON SHELF
Adult Fiction Kapoor 1/23	31344004566324	ogd	03-09-2023
AF Kapoor	32003000961991	ngd	ON SHELF
FIC Kapoor, D Age	31346004791455	smd	03-01-2023
Express Books Kapoor 1/23	31309009890821	hode	ON SHELF
af Kapoor 1/23	31309009882323	hod	ON HOLDSHELF
af Kapoor 1/23	31309009883297	hnd	02-20-2023
FICION KAPOOR	32001000886705	nhd	ON SHELF
KAPOOR AGE	31367004069833	old	03-02-2023
FICION Kapoor 01/23	31368011450800	uod	ON SHELF
FICION Kapoor 01/23	31368011450792	und	02-22-2023




REGULAR HOLDS




When placing a hold for a patron, best practice is to place a bib-level hold. This is accomplished using the Hold Copy Returned Soonest option in Sierra. This just means that Sierra will look for the first available item to fill that hold, taking into consideration if the item is New, Express, or otherwise not eligible for sharing. This type of hold should get your patron the quickest fulfillment of their request with minimal staff adjustment.

ITEM SPECIFIC

Patrons may need an Item Specific hold if they are looking for a specific volume of a comic or manga or a certain season of a TV show. By using the Hold Selected Item option, you can tell Sierra to send that specific item to your library for the patron. This should only be used if the patron needs a specific copy of an item, not for general holds. If a hold is placed on a specific item that the patron is not eligible for, the patron may never receive the item in some instances.



<p>return to: <input type="text"/></p> <p>Damaged Item / Missing Pieces</p> <p>Item Title: _____ Item barcode: _____ Patron Name: _____ Card #: _____ Date Ret'd: _____ Checked in? <input type="checkbox"/> Yes <input type="checkbox"/> No Message on patron acct? <input type="checkbox"/> Yes <input type="checkbox"/> No Damage: _____ _____ _____ Staff Initials: _____ 2 Letter Library Code: _____</p> <p>Missing: Barcode Page Label Jacket Case CD sleeve Disc Insert Other _____</p> <p>Damaged: Spine Marked Torn Moisture Dog Eared Stained Other _____</p> 	<p>return to: _____</p> <p>Damaged Item / Missing Pieces</p> <p>Item Title: _____ Item barcode: _____ Patron Name: _____ Card #: _____ Date Ret'd: _____ Checked in? <input type="checkbox"/> Yes <input type="checkbox"/> No Message on patron acct? <input type="checkbox"/> Yes <input type="checkbox"/> No Damage: _____ _____ _____ Staff Initials: _____ 2 Letter Library Code: _____</p> <p>Missing: Barcode Page Label Jacket Case CD sleeve Disc Insert Other _____</p> <p>Damaged: Spine Marked Torn Moisture Dog Eared Stained Other _____</p> 	<p>return to: _____</p> <p>Damaged Item / Missing Pieces</p> <p>Item Title: _____ Item barcode: _____ Patron Name: _____ Card #: _____ Date Ret'd: _____ Checked in? <input type="checkbox"/> Yes <input type="checkbox"/> No Message on patron acct? <input type="checkbox"/> Yes <input type="checkbox"/> No Damage: _____ _____ _____ Staff Initials: _____ 2 Letter Library Code: _____</p> <p>Missing: Barcode Page Label Jacket Case CD sleeve Disc Insert Other _____</p> <p>Damaged: Spine Marked Torn Moisture Dog Eared Stained Other _____</p> 
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<p>LLC Procedures:</p> <p>Step 1: Make sure the item is still checked out to the current patron</p> <p>Step 2: Fill out the green form as completely as possible</p> <p>Step 3: Add a message to the patron account</p> <p>Step 4: Send back to the owning library (see instructions below if your location has additional steps)</p> <p>Internal Procedures:</p> <p>*****Sample of Step 3 above.</p> <p>i.e. Book " Llama Llama Red Pajamas" barcode 3128700000000 from OZ was returned with water damage 5-17-23. Returned to owning library for evaluation ml/paf 5-18-23</p> 	<p>LLC Procedures:</p> <p>Step 1: Make sure the item is still checked out to the current patron</p> <p>Step 2: Fill out the green form as completely as possible</p> <p>Step 3: Add a message to the patron account</p> <p>Step 4: Send back to the owning library (see instructions below if your location has additional steps)</p> <p>Internal Procedures:</p> <p>*****Sample of Step 3 above.</p> <p>i.e. Book " Llama Llama Red Pajamas" barcode 3128700000000 from OZ was returned with water damage 5-17-23. Returned to owning library for evaluation ml/paf 5-18-23</p> 	<p>LLC Procedures:</p> <p>Step 1: Make sure the item is still checked out to the current patron</p> <p>Step 2: Fill out the green form as completely as possible</p> <p>Step 3: Add a message to the patron account</p> <p>Step 4: Send back to the owning library (see instructions below if your location has additional steps)</p> <p>Internal Procedures:</p> <p>*****Sample of Step 3 above.</p> <p>i.e. Book " Llama Llama Red Pajamas" barcode 3128700000000 from OZ was returned with water damage 5-17-23. Returned to owning library for evaluation ml/paf 5-18-23</p> 
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