

**Lakeland Library Cooperative
Circulation Committee Meeting
August 23, 2023
Herrick North
1:30 P.M.**

AGENDA

- I. Call to Order
- II. Additions/Changes to the Agenda
- III. Approve the Agenda
- IV. Approve the Minutes of the May 24, 2023 meeting (attached)
- V. Director's report: Carol Dawe
- VI. Member Services report: Amber McLain
- VII. ILS Manager report: Sheryl VanderWagen
 - A. Various MeL issues
 1. Leslie from Grant's question about MeL updates
 - B. Holdshelf Cleanup
 1. Pam from Tamarack's question about On Holdshelf status in Sierra
- VIII. Ongoing Business:
 - A. Damage Item (green) slip- approval needed
 - B. What constitutes 'damage'?
 - C. Best practices for Circulation information to get to the relevant staff at LLC locations
- IX. Membership comments (if time allows):
- X. Next Meeting Dates: November 29, 2023 at Allendale Township Library
- XI. Adjournment

**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
- C. Editor's Note: Here is more information about the email issue as it relates to meeting invites:
 - 1. Due to some spam filtering issues, libraries with their own domains (like MADL) are not receiving some emails sent from llcoop emails. I assure you that Dave is working on this tirelessly.
 - 2. I apologize for the inconvenience, and suggest you register for the next meeting through our calendar here: <https://events.getlocalhop.com/circulation-committee/event/5UcokfKQNj/>
 - 3. The calendar sends out reminders separately from our domain so there shouldn't be any issues there.
 - 4. Any other questions or issues can be emailed to Amber (amber@llcoop.org)

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/SnByeZv5JYzM1UXruN7WAQ/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 Shanni -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 Shanni - Ionia, second Veronica -Flat River, motion passed