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

UNOFFICIAL MINUTES

I. Call to Order
    a. 1:33 pm
II. Additions/Changes to the Agenda
    a. No comments
III. Approve the Agenda
    a. Motion by Dwayne Herrick, Second by Tiffany Newago
IV. Approve the Minutes of the May 24, 2023 meeting (attached)
    a. Motion by Leann Zeeland, Second by Shanni Ionia
V. Director's report: Carol Dawe
    a. Thank you, Sheryl, and best wishes!
    b. Welcome Anne, we can't wait for you to start!
        i. Starting some time in October or November, starting remote
    c. **All questions/issues/etc** should go through Tech Help tickets: tech-help@llcoop.org
        i. Sheryl's email will be shut down shortly, before she leaves
        ii. Anne will not be starting immediately, so her email will not be up and running for a while
        iii. Call Carol with concerns
    d. Strategic Plan is on the website
    e. Working with other cooperatives on a number of issues, including OverDrive pricing
        i. Only one cooperative in Michigan has not yet signed on to the Partner Library program through OverDrive
VI. Member Services report: Amber McLain
    a. Student forms are up for the libraries that have asked for them
    b. PatronPoint issues and questions should go to tech-help@llcoop.org as well
    c. Encountered some set backs on projects due to a destroyed laptop
    d. Digital cards still being looked into
    e. Updated training available, ask amber@llcoop.org
    f. PatronPoint has been purchased by Springshare, which also owns Collection HQ
        i. Should not change anything, just and FYI
        ii. May mean more money available for development, which is good
    g. Advisory Council approved autorenewals for cards, will start in the next few months
VII. ILS Manager report: Sheryl VanderWagen
    a. Expired patrons account purges this week

      i. Charges purge this week also

     ii. Full sync with Unique, so more purges may be coming

   iii. Accounts expired 2019 or earlier with no circ activity for expired purges

         1. CircActive is updated anytime a patron checks out physical materials, anytime they validate their card through Libby or Hoopla, and when it is validated for internet use at the library

    iv. 42% were GRPL patrons that were loaded for KDL

     v. About 10,000 records with charges from before 2016 that were purged

    vi. Records that are newly fees cleared may now be eligible for expired purge

   vii. Sheryl ran a list and there were nearly 80,000 patrons that haven't been active since COVID, about half of those were expired and purged

  viii. Oldest expired record was 1997 because they owed $5 at what is now a fines free library

    ix. Lowest amount purged was $.05

     x. Reminder: merge oldest record to newest record **UNLESS** the older account is in collections to maintain that status

    xi. Reminder: **NEVER** manually remove a C-Block, please share with your staff! The C-Block will fall off overnight. You can override and check patrons out, just do not remove the C-Block

b. Various MeL issues – see attachment for Sheryl's presentation

      i. When a MeL request is placed, a link is made to an available item

         1. This creates a virtual record and a virtual link

         2. We do NOT want to break this link

         3. Once the link breaks, there is not more communication between libraries

         4. Some broken records can be fixed in house at Lakeland, but some must go through MCLS

         5. To avoid this:

             a. Make sure you cancel any requests you cannot fulfill

                i. **DO NOT** change the status first, cancel first

               ii. After you have cancelled the request, the link has completed

             b. If you are dealing with a billed item and you receive payment, **first check-in the item in the system**, then change the status to what you need

                i. Checking-in the item clears the transaction in MeL and avoids the broken link

             c. Removing a MeL message from a record does nothing to the virtual record

     ii. AV items from MeL

         1. If you are a non-AV lending library, you shouldn't get any

         2. Occasionally, the AV owning library has made a mistake in the item record and MeL thinks it is a book

3. It is up to you whether or not you check this item out to your patron anyway
4. Remind: All AV **must** be packed in MeL
iii. To fix a broken item record:
1. Change the status of the item to @ (on MeL Loan) and save the record
2. Then check the item in regularly
3. Then check the record and it should be fixed
4. If this does not work, open a ticket with tech-help@llcoop.org
5. This should fix 99% of links that are broken on our end
iv. If there is an old, old request on a patron's account that cannot be cancelled, that must be sent to tech-help@llcoop.org so they can open a ticket with Innovative
v. Always open a ticket with tech-help@llcoop.org first and if needed, they will escalate to MCLS
vi. Occasionally, multiple copies of the same title will trigger for a patron
1. This can happen when a DCB library has some issues with checkout
a. If you cannot check the item out, it needs to be sent back
2. It can also happen if the patron uses the back button in their browser instead of the navigation buttons on the page
3. It can also happen if there are multiple records for a title because of slight version differences
vii. To cancel an expired MeL hold, use the INN-REACH Return Unwanted Item to change the status to returned
viii. Leslie from Grant's question about MeL updates
1. MeL Wiki:
a. https://members.mcls.org/melcat_wiki/index.php/Main_Page
b. Username: melhelp
c. Password: mlum2s
2. Also, MCLS website: https://www.mcls.org/mel
a. RIDES help there, too
3. MeL checks out for 28 days with 1 renewal only
a. This is MeL policy and how Sierra should be setup
b. We have been experiencing some issues with automatic renewals
i. This may be due to a local hold on the owning library's side, which we cannot see
c. Holdshelf Cleanup
i. Pam from Tamarack's question about On Holdshelf status in Sierra
1. Please, please regularly clear your holdshelf in Sierra
2. Also, all items must be checked in before being put into delivery or the status will not change to in-transit

VIII.   Ongoing Business:
- a. Damage Item (green) slip- approval needed
  - i. Motion to approve by Ronda Leighton, Second by Tiffany Newago
  - ii. There are two spots about checking the item in, it should not be checked in, but accidents happen
    1. Also, sometimes we determine that our patron should not take this item and then the item is checked in
    2. Some libraries, aka Spring Lake, have an automatic check in on their return chute
  - iii. If you find damage, a sticky note is note noticeable for the owning library
    1. The green slip or a custom bookmark is preferable because they are easier to see
  - iv. See attachments for examples of white, received damaged bookmark
  - v. Vote: approved green slips
    1. Will be added to the Lakeland website
- b. What constitutes 'damage'?
  - i. There are a lot of different definitions of what constitutes damage, so we may work to define that in the future
    1. There are also differences in inspection before handing to patrons
  - ii. The point of the damages process is to protect the collection, not to be punitive to patrons
  - iii. Only change the status of items that belong to your library, please don't change the status of items belonging to other institutions, even for damaged
  - iv. Amber will present at our next meeting
- c. Best practices for Circulation information to get to the relevant staff at LLC locations
  - i. How do get information to all levels of staff?
  - ii. The minutes from every LLC meeting is posted on the website: https://llcoop.org/committees/
  - iii. If you are struggling with a library that seems to be unaware of Lakeland policies and procedures, let Carol know and she can help (carol@llcoop.org)

IX.   Membership comments (if time allows):
- a. Libby/OverDrive
  - i. Issues merging old cards to new cards
    1. See Ambers instructions online: https://llcoop.org/patron-point/ under the FAQs
    2. If those do not work for you, you can contact Nicki at Lakeland for more help nicki@llcoop.org
- b. BiblioCloud is now automatically pulling the OverDrive records in automatically, so all OverDrive records have been removed from Sierra

           i. If you own Advantage Titles, you will need to make sure that they are tagged to your scoped catalog, not the parent catalog to make sure they show

   c. BiblioSuggest is coming
           i. Patrons will be able to ask for items to be purchased directly through the BiblioCommons
          ii. When patrons are logged in, there will be a new option on their dashboard
                1. They will be able to recommend up to 5 titles a month
         iii. Libraries will have an admin account that can access these requests
                1. Someone from each library will have to login to view these, Lakeland will be sending out directions and details when it is closer to going live
         iv. There is a copyright restriction in place
          v. Sheryl is still testing this

   d. Patron records
           i. Please delete old, finished notes from patron records
          ii. There is a limit to how long a patron record can be
         iii. There really isn't a need to have 10-year-old notes on a patron record, if the issue is resolved
         iv. Will revisit in a future meeting

   e. Procedure for renewing library cards from another library
           i. You can renew a card from another library for one year after verifying their information with their ID
          ii. You can use the map Amber created to verify service area: https://www.google.com/maps/d/viewer?mid=1XyB2i-whxTjPF_Vu6zJJEh_osyaSbyc&ll=43.093186848537805%2C-85.8740759523537&z=8

   f. PatronPoint autorenewal is coming sometime in October
           i. This is only for patrons with an email on their account
          ii. This will hopefully reduce the number of renewing staff are having to do on the daily
         iii. Patrons will get an email alerting them that is may happen, which may trigger them to call or come into the library to renew
         iv. If you have a preference about whether or not the email to your patron recommend that they come into the library, email amber@llcoop.org
         v. You can also make sure to update patrons as soon as the popup starts in Sierra
         vi. For more information about this, see Amber's training: https://llcoop.org/wp-content/uploads/2023/07/Patron-Point-Auto-Renew.pdf

  X. Next Meeting Date: November 29, 2023 at Allendale Township Library
   a. If the weather is not cooperative, we will meet via Zoom
 XI. Adjournment

a. Motion by Regina Reynolds, Second by Shanni Ionia
b. Meeting adjourned at 3:22

Appendix 1 – Sheryl's Presentation

See Attached PDF

Appendix 2 – Damage Slip Examples

See Attached PDF

These are not to replace the Green Mending Slip, these are for situations where an item is delivered to the borrowing library in a condition where damage may be questioned and this slip can be put in the item to protect the borrowing patron. We will discuss this at a future meeting.

Attention! Received Damaged

The following damage was noted upon delivery:

· * This item was not checked out to our patron*

_____

_____

_____

_____

_____

Barcode: _____
Initials: ES/_____
Date: _____

Sparta
Carnegie
Township
Library