

CIRCULATION COMMITTEE MEETING

November 30, 2022

Allendale Township Library

1:30 P.M.

UNOFFICIAL NOTES

Call to Order and Roll Call – 26 in attendance

Introductions

Bylaws Review (Carol Dawe)

1. Now an official committee under the bylaws
2. This comes after the newly approved Plan of Service, which includes the bylaws, available on the website - <https://llcoop.org/documentation/>
3. This means we will have 3 officers, who will run the meetings going forward, 2-year terms, total of 2 terms (4 years)

Election of officers for FY22-23 (Chair, Vice-Chair, Secretary)

1. Rachel Yanai from Spring Lake nominated as Chair
2. Shanni Kerr from Ionia nominated as Vice-Chair
3. Jen Vredevelde from Herrick nominated as Secretary
4. Unanimous approval

Approve the Agenda

1. Motion to approve, Rachel Yanai from Spring Lake, seconded by Mary Cook from Allendale, passed unanimously

Approve the Minutes of the August 31, 2022 meeting (attached)

1. Motion to approve, Leanne Parker from Zeeland, seconded by Matt Lubbers-Moore from Fruitport

Director's report: Carol Dawe

1. Patmos update
 - a. Carol has been attending their board meetings
 - b. Even though they have had some substantial donations, they cannot remain open without a local millage
 - c. In order to be in Lakeland, you must have a millage of at least 3/10ths of a mil in property taxes, so they will not qualify if they are only funded by those donations
 - d. If you already offer non-resident cards, continue with your existing policy

- e. If you do not offer non-resident card, Carol does not recommend starting now just for Patmos residents
2. Strategic plan is in process, will likely be voted on in February
3. Researching ILS options will be part of the Strategic Plan

Member Services report: Amber McLain

1. Patron Point is very close to being ready
2. It will be rolled out by county
3. Training opportunities forthcoming
4. We are the first consortium to contract with Patron Point, so it's been a learning experience for all involved
5. <https://llcoop.org/patron-point/>
 - a. This informational website has training documents and progress updates
6. Libraries will get monthly reports from Amber with Patron Point info
7. This will be an additional sign-up option for patrons, they will still be able to use the Capira app
8. These are the maps that are the result of this Patron Point work
 - a. https://www.google.com/maps/d/u/1/embed?mid=1XyB2i-whxTjPF_Vu6zJJeh_osyaSbyc&ehbc=2E312F&ll=43.093186848537805%2C-85.8740759523537&z=8
 - b. <https://llcoop.org/member-directory/>

ILS Manager report: Sheryl VanderWagen

1. Sheryl's last day is Friday, September 1, 2023
2. New I-Type list, available online - <https://llcoop.org/ils-information/>
 - a. Make sure to update your local copies of the list
 - b. All new I-Types in red
3. OverDrive Libby authentication/verification issue
 - a. Seems to be clearing up
 - b. See email from Nicki on 11/28/22 if you still have issues
 - i. Hey All! It has come to my attention that some of your patrons are having trouble with their Libby app. Recently, Lakeland did an update, and I found out Overdrive did an update to Libby. Between the two, some patrons are having trouble signing into their accounts. The best advice for them is to close the window all the way down (so it isn't still running in the background), then re-open the Libby app. This has helped most patrons get back into their accounts. There have been some other changes to Libby recently that are amazing! Keep your eyes open for the link to my video explaining all of the cool new features! I will also do a walk thru of adding partner libraries to your account to help clear up any confusion there. Please feel free to contact me if you have any questions.

Ongoing Business:

1. Unsuppression of short bib records for the public catalog update
 - a. Still in progress
 - b. They have been unsuppressed in Sierra, but there are still some issues with BiblioCommons
 - c. So far, there have been no reports of patrons questioning the unknown format shown
2. Patron record/fines purge 2022 complete
 - a. Cards that are over 3 years expired and a Circ Active date of over 3 years ago have been purged
 - b. Cards that have fines that are 7 years old have those fines purged and then if they meet the 3-year rule, the card is also purged
3. Manual removal of Collection agency block
 - a. DO NOT manually remove a C-Block, the collections block
 - i. This block will automatically come off overnight after the patron's account has reached a **\$0 balance**
 - ii. If you manually remove the block, Unique is never made aware that the patron paid and will still go after them
 - iii. Manually adding the C-Block does not reconnect the patron's account to Unique
 - b. If you need to merge two accounts and one has a C-Block, make sure to merge the new account into the one that is in Collections, which is backwards of normal.
 - i. Otherwise, updates to Unique will cease for that account.
4. MessageBee notification project update (library caller ID's)
 - a. Outgoing calls for holds and overdues have all been switched over from iTiva
 - b. Initially showing that the call was coming from Lakeland, now has been switched over to show the home library phone number
 - c. All notices are run once in the morning, so patrons will not receive a call or an email until the next morning for their holds
 - i. This is why we extended the hold time to 8 days (10 days for MeL items, per MeLCat policy)
 - ii. Because the emails are all sent at the same time, sometimes the patron's email will tag them as junk mail, so if a patron reports not getting their emails, tell them to check their junk mail
 - iii. Since the notices are sent between 8 and 9 in the morning, patrons who have returned things overnight may still get an overdue call
5. Printed notices for patrons with no phone/email or #'s
 - a. Since notices are sent centrally, all failures go to Sheryl

- b. Sheryl will no longer be looking at these in the new year
- c. 288,746 patron accounts in the system as of this morning!
 - i. Only a couple hundred of accounts have the ##, most of which are institutional cards for things like book clubs
 - ii. Please update your accounts with an email so these no longer print
 - iii. Please work with your patrons who have no phone or have #'s so that they can continue to receive notifications after December 31.
- 6. Sierra 5.5 enhancements:
 - a. Mark Damaged Items (we'll do a demo of the updated functionality)
 - i. See Sheryl's attached handout
 - ii. There is now a button on the checkout screen to mark damaged items with options
 - 1. Mark Damaged will change the status, but not add a charge or check the item in
 - 2. Mark Damaged And Add Charge will add a charge that it allows you to set that charge to the patron account but not check the item in
 - 3. Mark Damaged And Add Bill will bill for the item and remove the item from the patron's checkouts and instead mark it as a replacement charge and will not indicate that the item was damaged
 - a. When the patron pays for the item, the system will change the item status to Damage/Repair
 - iii. Only do this for your library's items, never for interloaned items
 - b. New optional Courtesy notice (1 day before due date)
 - i. Right now, patrons get a 3-day courtesy notice
 - ii. This would be a second notice by email for patrons
 - iii. Libraries will need to vote on this at the next advisory council meeting
 - 1. No, because it may overwhelm patrons with too much email
 - 2. Yes, some patrons find the 3-day notice confusing with auto-renew and this would make it clear when an item is due and has not been renewed.
 - c. Whose Holdshelf feature
 - i. Item records should now retain the data of which holdshelf an item is on after the holdshelf has been cleared
 - 1. Let Sheryl know if it does not
 - d. Windows Snap functionality will work for Sierra
 - i. This is part of the screen portion function of Windows 11

7. KDL Patrons filling out registration forms at member LLC libraries?
 - a. If you are adding a KDL card to your system, do you require them to fill out one of your forms?
 - i. All yes, though some only use the digital signature from LLC and verify from ID.
8. How many libraries will issue cards to local businesses? Share your policies?
 - a. Ionia does for schools, nursing homes, prisons
 - b. Zeeland's lawyer says that according to their policies, any corporation that pays taxes within the library's district, they would qualify for a full card
 - c. Herrick also does for schools, daycare centers, retirement homes and has a specific policy for it, can ask Alicia for details (adeluna@herrickdl.org)
9. Waiving fines on items that are not from fines free libraries
 - a. Lakeland policy is that libraries are not to bill each other for fines, only fees like replacements
 - b. Fines free library chart: <https://llcoop.org/ils-information/>
 - i. Overdue Fines Chart
 - c. This may be discussed at the Advisory Council after some more study on this issue, if you have thoughts, share them with Carol
10. LLC_all replies to shelf check emails
 - a. **Please** do not do this, please only reply to the library asking
 - b. Best policy is to **only** reply if you find the item in question
11. MeLCat returns without RIDES shipping labels
 - a. All MeL items must have a shipping label, including those going to GRPL and KDL
 - b. If it came through MeL, it has to go back through MeL
 - c. If a Lakeland hold comes through MeL, remember that Sierra automatically converts those to ILL holds when you check it out
 - i. Please do not treat these as MeL, they do not need stickers or papers on them
 - ii. If you would like more information, please see the appendix
 - iii. MeLCat Wiki:
https://members.mcls.org/melcat_wiki/index.php/Main_Page
 1. Username: melhelp
 2. Password: mlum2s
12. Reminder about ecommerce/fines payment in classic catalog (not Bibliocommons)
 - a. Patrons can no longer pay through the classic catalog, only through BiblioCommons if they want to pay online
13. Weather related closures protocol vs long term/planned closures

- a. If you are going to be closed for days/weeks, fill out the online form: <https://ilcwebforms.org/forms-admin-library-closure/>
- b. If you are closed for a day or two due to weather, do not fill out the form
 - i. You can send an email to let other libraries know
 - ii. Libraries can add themselves to WZZM closures list to share

14. Set Meeting Dates and Locations:

- a. February 22, 2023, 1:30 p.m. Zeeland Howard Miller
- b. May 24, 2023, 1:30 p.m. Grant Area District Library
- c. August 23, 2023, 1:30 p.m. Herrick District Library
- d. November 29, 2023, 1:30 p.m. Allendale Township Library

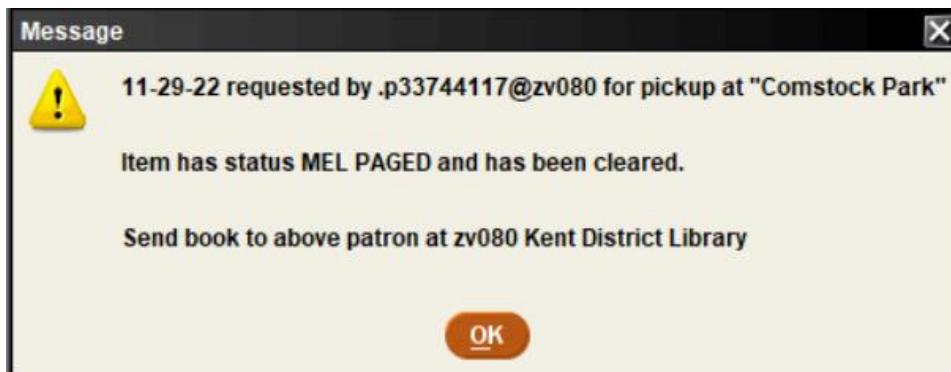
Adjournment at 3:52

1. Motion Rogina Brinks from Howard City, Second Shanni Kerr from Ionia

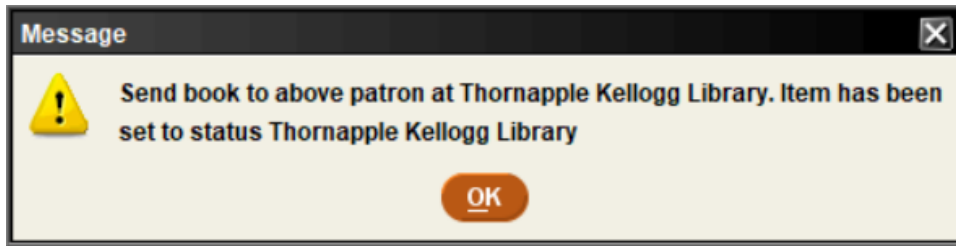
Next meeting: February 22, 2023, Howard Miller Library in Zeeland at 1:30 p.m.

Appendix – Converting MeL Holds to Lakeland Holds

Check out the hold in the INN-Reach Check-Out to Remote Site. Normally, you will see the information about where to send the hold.

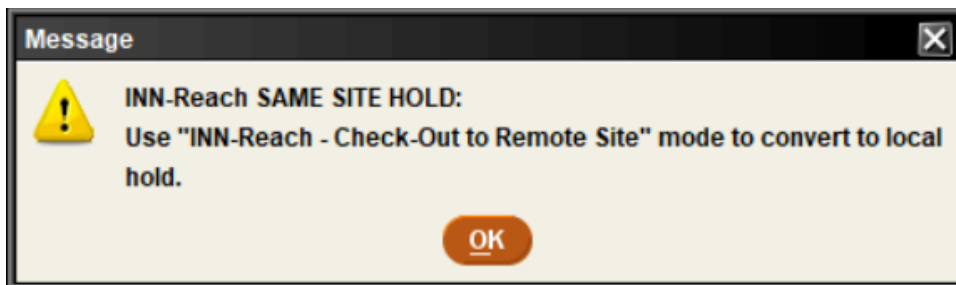


If it is a Lakeland hold, you will see this instead:



When you see this message, you can just send your item as is through the regular delivery. You do not need to add your stickers or paper bands to the book.

If you try to check it in regularly before converting the hold, you will get a message:



After converting the hold, if you check it in regularly, you will see the usual hold message for your library. For Herrick it is:

