

Circulation Services Committee Meeting
Waterford Township Library
January 12, 2017

Call to Order

Bill Wines (COMM) called the meeting to order at 9:35a.m.
Video conferencing was available for this meeting.

Introductions of committee members

Approval of Agenda

Jon (WATE) moved to approve the agenda and Colleen (TAYL) seconded. Motion carried.

Approval of Minutes for November 10, 2016

Lynda (TREN) moved to approve the minutes and Kelly (FERN) seconded. Motion carried.

System update/SASUG update-Brigette

If your library decides to start using Hoopla or to begin using an Overdrive Advantage account, please remember to tell TLN staff (Jim Flury or John Inman). The only way Hoopla titles or titles purchased through a new Overdrive Advantage account will appear in Enterprise, is if you tell us you have such an account so that we can have SirsiDynix configure the new account in eResource Central. This will then allow us to include those Hoopla or Advantage titles in your library's digital collection in Enterprise.

Please remember when opening a helpdesk ticket, that the 4-character library code that is by default in the Name field should not be changed. We are finding that library staff are changing the Name field to their own name with increasing frequency. This can make it difficult for us to identify which library opened the ticket. For reporting purposes, there is one login for each library and we request that the 4 character library code name not be changed. The default email address associated with the ticket may be changed to your own email address if you are the requestor of the helpdesk ticket, so that you will receive the email updates on the helpdesk ticket from TLN staff. Also, be sure to select the appropriate category and sub-category for your request. Doing so will also help us in responding to your requests in a timely manner.

TLN did a test of the calling tree on the afternoon of December 9. The calling tree was 75% successful. Make sure staff have the most recent version of the calling tree and know the calling tree procedures. The calling tree and procedures can be found at:

<http://tln.lib.mi.us/calling-tree/> We will continue to regularly run tests of the calling tree procedure.

The TLN delivery page has a document posted that lists the holidays that TLN is closed and there will be no delivery. See:

<http://tln.lib.mi.us/dept/delivery/files/TLN%20Holidaysays%20there%20will%20be%20no%20delivery.pdf>

TLN will be closed on Monday, January 16 for Martin Luther King Jr. Day. There will be no helpdesk coverage on January 16. The Helpdesk Ticket system is always open. In the event of an *urgent* request, an emergency contact number is stated on the helpdesk voice message at 248-536-3100 x134 or a helpdesk ticket with the emergency request box checked can be opened. Please allow 1-2 hours for a response.

The shared automation system will be available on Monday, January 16. There will be no scheduled delivery on Monday, January 16.

The U.S. being added to the patron record for some patrons was a result of the last upgrade. Do libraries want the U.S. that was added removed?

The substitute pool is still being looked at, but there are some legalities that they have to figure out.

Vendor demos for the shared system will be in February. More information will be coming soon on the SAS users list.

Old Business

The committee voted to remove U.S. from the address field.

Brigette (TLN) gave us the schedule for vendor demos: February 15-16 will be TLC, February 22-23 will be Polaris and February 27-28 will be SirsiDynix.

Bill (COMM) sent emails to everyone so they would know that we were going to vote at the January meeting on changes to the by-laws. The committee voted to amend the by-laws to allow officers to serve two consecutive terms if they want to do so. The change will be to Article 4, Section 3. The last sentence will be replaced with "Officers may choose to serve two consecutive terms in the same office with approval of the committee." The motion was made by Gloria (FMHL) and seconded by Hannah (WIXM). The motion carried.

Claims returned is not addressed in the Circulation Policies and Procedures, so we are asking SASUG to add the following to Section 6: "Only the owning library can mark items claims returned. The borrowing library should contact the owning library on behalf of the patron, asking them to do a claims returned." Motion was made by Terri (CHEL, remotely) and Jon (WATE) seconded it. The motion carried.

The committee discussed attaching notes to patron records and the following change has been requested to Section 6: amend the policy to include "The use of removable labels or removable tape is permitted." Motion was made by Colleen (TAYL) and seconded by Emily (DHTN, remotely). If an item is really damaged, even if going to another library, mark the item missing and return it to the owning library.

The committee voted to have the underlined words added to the third bullet point in Section 6: The library may issue a 30 day temporary card. The motion was proposed by Patti (SLYN) and seconded by Jon (WATE). The motion carried.

New Business

In preparation for possibly switching to a new ILS, the following clean-up is happening: Cvt overdue bills will be removed and missing items may be discarded. Libraries should continue their own clean up. Discarded items with fines cannot be removed until fines are addressed.

The grand opening of Commerce Library will be January 17.

Kristen (BALD) opened a discussion on how libraries are handling books from private schools that are returned to member libraries. They are spending money to mail the items back to the schools. ALPK holds onto the items and delivers them twice a year to the schools. Sandy (BRIT) says they call the owning school or church library to have the items picked up. Jon (WATE) and Patti (SLYN) put the items in the donation box if they have had the items for a while. Kristen (BALD) said their maintenance man returns public school books to a central location.

Patti (SLYN) asked the best way to run the send list. Brigitte (TLN) says we should use the "on-shelf item" list which is a dynamic list. Reports is a word document and so is not dynamic. It is used to populate the on-shelf list.

Denise (AUBN) announced her retirement and introduced Linda Tingley who will be representing Auburn Hills at our meetings.

Bill (COMM) opened a discussion of automatic sorting machines. Commerce's new library has a machine by Tech Logic. Gloria (FMHL) says they also have a machine by Tech Logic. The library's maintenance crew helps maintain it as it must be cleaned weekly.

The next meeting will be March 9 at 9:30 in Novi.

Jon (WATE) moved to adjourn and Denise (AUBN) seconded it.

Chair: Bill Wines (COMM)

Chair-elect: Jonathan Deahl (WATE)

Secretary: Kim Sharp (WHLK)

Attendees:

Dawn Chlebo (MILF)

Rita Otzman (WAYN)

Colleen Tabaka (TAYL)

Bill Wines (COMM)

Diana Pierce (BRIT)

Sandie Schulenburg (BRIT)
Megan Drozan (FMTN)
Gloria Finzel (FMHL)
Lynda Wiltse (TREN)
Marion Reed (HIGH)
Amy Viergutz (CANT)
Barb Gudenbork (CANT)
Kristen Tait (BALD)
Hannah Lesniak (WIXM)
Brigette Felix (TLN)
Denise Janus (AUBN)
Linda Tingley (AUBN)
Lisa Bachman (REDF)
Kelly Bennett (FERN)
Kim Sharp (WHLK)
Patti Davies (SLYN)
Jonathan Deahl (WATE)

Attending Remotely

Sandy Ruhmann (ALPK)
Kim Oakley (ALPK)
Terri Lancaster (CHEL)
Kathy Dimond (MANC)
Emily Good (DHTN)