

Circulation Services Meeting
Baldwin Public Library
May 11, 2017

Bill (COMM) called the meeting to order at 9:35am, followed by member introductions. The agenda was approved with Becky (MDHT) making the motion and Jon (WATE) seconded it. The March minutes were approved with the following names being added to the attendance list: Colleen (TAYL) and Terri (CHEL). The motion was made by Becky (MDHT) and seconded by Jon (WATE).

The System Update and SASUG Update: Brigitte (TLN).

The Enterprise catalog was successfully moved to using HTTPS access on Wednesday morning, April 26. This move makes patron logins more secure and less vulnerable to malicious interception. Although attempts to connect to <http://tln.ent.sirsi.net> will be redirected to <https://tln.ent.sirsi.ent>, TLN does recommend that any links/bookmarks be updated to reflect HTTPS to prevent any issues should the automatic redirect stop working.

TLN has begun the database clean-up process based on the Best Practices and Minimum Requirements document that was approved at the March 23, 2017 SASUG meeting. From here on out, on a monthly basis, TLN will be globally removing items and bills for all shared system libraries according to the minimum requirements on that document. Please be aware that each library will start to see their total number of items and patrons drop as long outstanding bills are removed from the database as well as items that have long been missing, in-transit, assumed lost, claims lost, and claims returned.

Now that database clean-up process has begun, it has become apparent that items borrowed from MeLCat are not always being processed correctly on the Symphony WorkFlows side upon return. When a patron returns a MeLCat item, library staff should check it out to their Discard user (e.g. BERK-DISCARD) in the shared system. Detailed directions for using the Discard User can be found on our web site: <http://tln.lib.mi.us/dept/share-automation/policy/files/circdiscardG.pdf>. Directions for processing MeLCat items can also be found on our web site: <http://tln.lib.mi.us/dept/shared-automation/files/melcatquick.pdf>. Please share this with all staff that process MeLCat items.

SirsiDynix will be scheduling an upgrade to our Enterprise instance sometime in June. This upgrade will accommodate changes that are being made by PayPal that will take effect July 1. This upgrade is being done to ensure that online payments through PayPal will continue to be possible. We will update you once we have a date for the upgrade from SirsiDynix.

TLN will be closed on Sunday, May 28 and Monday May 29 for the Memorial Day holiday. The helpdesk will not be staffed during the holiday hours. The shared automation system, including Enterprise, will be intermittently unavailable on both Sunday and Monday while shared system staff uses the holiday hours to perform system maintenance, including a full system backup.

TLN received an LSTA grant in support of the Michigan Activity Pass program.
The TLN board updated their Email Etiquette policy as well as their Internet policy.

Amy Rosen of White Lake provided a summary of the work done by the ILS RFP committee to get where it is today (from RFP to recommendation of vendor). The recommendation was for TLC Carl, the directors have approved the recommendation and we are awaiting approval from the TLN board.

Revisions to lost item survey

Bill (COMM) will send the changes per library to Brigitte (TLN) so she can make revisions to our current survey. Library staff should email changes to Bill if they have not already made the changes. Becky (MDHT) reminded us that the survey is not to replace calling a library.

Damaged items

Damaged items should not be used to fill holds. The item should be returned to the owning library. Placing a note regarding damage would tell other libraries that the owning library has chosen to circulate the book. Bill (COMM)

Missing items

We will wait to see how TLC Carl will handle missing items before changing our policy regarding their marking items from another library missing.

Transit slips

Kelly (FERN) shared that they are receiving items that have illegible numbers on the routing slips. Bill (COMM) suggested we remind our staff which routing slips to use and to write clearly on the slips.

MeLCat

Kristen (BALD) opened a discussion on MeLCat items going to/from non-system libraries via TLN delivery. No rides labels are used, use MeL identifier and TLN routing slip. Brigitte (TLN) said to check the delivery list to see if a library uses Rides or TLN.

Brigitte (TLN) shared that it is okay to bundle white and peach slip items together. The sorters prefer bundled items.

New Business

See Note Bills

Jon (WATE) shared that with the "see note" bills, Waterford does not usually get the money. Sometimes he receives the money in delivery and does not know what the money is for. The notes are being deleted by the other library. We should not delete other libraries' notes as it helps to be able to go back to look at the notes to see what the payment is for.

Drop Box Bins

Patti (SLYN) asked the committee what they use in the bottom of the drop box to catch items. Most libraries use either foam rubber or carpet. There is a problem on long holidays of the drop box overflowing. Some libraries move the bin and let books fall onto soft items such as foam rubber.

Patron registration

Gloria (FMHL) asked if libraries have paperless registration. She shared that applications have to be kept for the life of the card. Jon (WATE) shared that Waterford's patron registration is totally paperless. Becky (MDHT) keeps paper applications for children. Amy (CANT) scans minors' applications so they do not have to keep the paper applications.

Jon(WATE) mentioned that the problem with the online registration is that the system does not carefully check and cards are issued to blocked patrons and the patrons still have to register in person.

Fines discussion

Hannah (WIXM) asked if members hold patrons responsible for fines they accrued as a minor once they are adults. Becky (MDHT) shared that the parents were responsible when the fines occurred so we cannot hold them responsible as an adult. Sandy (BRIT) reduces the fines for the now adult.

Expired cards

Gloria (FMHL) asked how libraries notify a patron that the library card is expiring. Most members said via email notification within 30 days. Gloria says they do not expire cards but have address checks every two years. Until the address is verified the card is blocked.

Sandie (BRIT) reminded the committee that we should be checking our unclaimed holds list.

Possible meeting locations for 2017-2018: Please note all locations have not been verified and are subject to change.

November, 2017-Salem-South Lyon
January, 2018-Huntington Woods
March, 2018-Farmington Hills
May, 2018-Ferndale
September, 2018-Southfield or Commerce

At the September, 2017 meeting, we will have the nomination of officers for chair-elect and secretary. The new chair will be Jon (WATE).

A motion to adjourn was made by Jon (WATE) and seconded by Lynda (TREN). Motion carried. The next meeting is at Allen Park on September 14, 9:30 am.

Attendance

Jonathan Deahl WATE
Kim Sharp WHLK
Colleen Tabaka TAYL
Lynda Wiltse TREN
Kristen Tait BALD
Christine Marion OXFD
Brigette Felix TLN
Gloria Finzel FMHL
Megan Drozan FMTN
Marion Reed HIGH
Becky Willemsen MDHT
Rita Otzman WAYN
Linda Tingley AUBN
Bill Wines COMM
Kelly Bennett FERN
Amy Viergutz CANT
Lisa Bachman REDF
Sandie Schulenburg BRIT
Hannah Lesniak WIXM

Remote attendance

Mary Graulich DEXT
Bill Bowman INDP
Elizabeth Alexanger LVCC
Emily Good DHTN
Patti Davies SLYN
Sandy Ruhmann ALPK

