

Circulation Services Committee

May 13, 2021

Call to Order/Introductions: Kim Sharp (WHLK): Secretary: Amy Viergutz (CANT)

Approval of Agenda: Jonathan Deahl (WATE) moved and Terri Lancaster (CHEL) seconded

Approval of March 2021 minutes: Terri Lancaster (CHEL) moved and Tina Fleishmann (BRIT) seconded

New Business:

- **For the libraries using CARL Connect at the circulation desk – how is it going? Casey (SYLN)**

SYLN is not using Connect at the circulation desk.

TLN says that it is each library's choice to use CARL X or CARL Connect. Connect does not have all the features yet.

Most libraries are using a combo of both, they are waiting for new updates in Connect as they become available.

Most libraries are using Connect for their routing lists.

TLN has no time frame for switching to Connect – they are waiting for all the updates to be completed.

- **We should not be using damaged books to fill holds. Jon (WATE)**

WATE is receiving books with pages falling out and/or broken bindings used to fill holds. Most of these books are not from the owning library, but from another library who is just passing the book along to fill the hold.

If the book is badly damaged, do not fill the hold, send the item back to the owning library.

Please do not tape notes to the front of books – if needed use a removable tape or sticky note.

Do not put a note inside of the book stating the damage – many libraries have RFID tags and do not look inside the book when checking the item in and therefore do not see the note.

There are procedures for damaged items on TLN -

<https://tln.lib.mi.us/committee/circulation/files/docs/Damaged%20Missing%20Policy.pdf>

Some libraries have a damaged noted stamp/sticker that they use in their items. There was discussion that this should note the actual damage.

Discussion on having a “universal” sticker that all TLN libraries could use to note damage. Send your ideas to Kim Sharp and Bridgette Felix will look into where we could propose that idea.

- **MeLCat bands, marketing, practices/procedures. Terri (CHEL)**

CHEL is thinking of joining MeL. Terri Lancaster would like any info that you find useful.

Handouts to patrons, your identifying label, etc. How do you handle patrons that use MeL instead of the shared system?

Several libraries stated that the MeL training offered by MeLCat is very helpful.

MeLCat also has stats on each library and their borrowing and lending.

TLN has resources on their website for MeLCat.

- **Quarantine time frame – Kim (WHLK)**

Some libraries are starting to shorten the time they keep items in quarantine.

Some libraries are hesitant to change their quarantine times, due to staff concerns and also patrons calling in and asking what to do with their items now that they have contracted COVID.

Some libraries are still quarantining items coming in from TLN delivery.

We were reminded that the TLN website has many COVID resources.

Discussion:

- **Refunds on lost items. Marion (HIGH)**

What is your time limit to refund payment on an item?

Some libraries reported they need the patron to bring in the receipt for a refund

Libraries reported many different time frames – 30, 45, 60, 90 days.

- **Can libraries add an “urgent” note on another library’s patron? Tina Fleischmann (BRIT)**

Adding the “urgent” note freezes the patron’s account. It was suggested that a soft block be used.

- **Reminder that new officers need to be voted on at the September 9, 2021 meeting.**

Please consider serving in one of the positions.

SASUG Update

- A CARL update occurred on 5/11/2021
- Emails were sent on 5/13/2021 about the update to CARL – a patch on the fill list.
- At the May meeting of SASUG they will be voting on making updates to the Gender field in CARL to be more relevant
- The Patron type “Blind/Physically Handicapped” will be changed to “Accessibility & Outreach Services”
- Please keep updating the COVID spreadsheet on the TLN website. Each library can report their available services on this document.
- Tickets on the Claims Returned Report-
Marking an item Claims Returned is not retroactive.
Each library is responsible for keeping their items updated.
This report is just a tool, it really does not do anything.

Next meeting: September 9, 2021 9:30 am – Virtual

Adjournment: Lynda Wiltse (TREN) moved and Terri Lancaster (CHEL) seconded

Attendance – all remote

Mary Boertman (HZPK)
Casey Branch (SLYN)
Dawn Chlebo (MILF)
Teneia Combs (REDF)
Jonathan Deahl (WATE)
Kathy Dimond (MANC)
Latisha Edge (HMTK)
Brigitte Felix (TLN)
Tina Fleischmann (BRIT)
Azita Frattarelli (RIVW)

Mary Graulich (DEXT)
Bonnie Holzerland (MDHT)
Terri Lancaster (CHEL)
Christine Marion (OXFD)
Judy McIntosh (NORT)
Alta Moore (LYON)
Kim Oakley (ALPK)
Diana Pierce (BRIT)
Pam Quakenbush (LYON)
Carrie Ralston (WALL)

Marion Reed (HIGH)
Edmond Richardson (PONT)
Sandy Ruhmann (ALPK)
Kim Sharp (WHLK)
Minni Shetty (AUBN)
Colleen Tabaka (TAYL)
Amy Viergutz (CANT)
Lynda Wiltse (TREN)
Donna Winter (LVCC)

Submitted by Amy Viergutz (CANT)