

Circulation Services Committee

March 11, 2021

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

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

Approval of January 2021 minutes: Mary Boertman (HZPK) moved and Terri Lancaster (CHEL) seconded

New Business:

- **Patrons ordering from MeLCat when the item is available in the Shared System (Tina, BRIT)**
It was suggested if a hold is placed in MeL on an item available in the Shared System, the MeL hold should be cancelled and then replaced with a hold on the item in the Shared System. There are issues when using the DCB – it needs a new barcode to check the item out in MeL. It is less complicated to use the Shared System. If you have a patron who repeatedly does this, please remind them to use the Shared System, plus they get the added benefit of auto-renewal.

Brigette Felix (TLN) reminded us that the TLN recommendation is to use the Shared System over MeL. CARL is working on an integration with MeLCat that will make checking out MeL items easier, but that is in the future.

System and SASUG Update (Brigette, TLN)

- The Users group met in February 2021.
- The CARL maintenance on March 6, 2021 was successful.
- On March 23, 2021 CARL will require new passwords. Your library should receive those in the TLN delivery.
- Due to a software issue patrons who are “soft blocked” are not eventually “hard blocked.” Please remove the soft block, so that the hard block can be added.

Discussion:

- **Fine free – does that mean no cash register? (Kristen Tait, BALD)**
When going fine free are libraries getting rid of cash registers and only using credit card machines?
WHLK – not accepting cash due to the pandemic – they do have a cash box for people who want to pay/donate, but they do not give change
CHEL – has kept the cash register, but they stopped using a credit card machine. They have patrons pay for items through the TLN system with their credit card.
TAYL – will take cash, but do not provide change
HIGH – uses Apple Square for card payment
HZPK – still use cash register – many patrons do not have access to a credit card

- **Grab & Go**

BALD – does hourly announcements to remind patrons not to stay in the library

NORT – a staff member goes around hourly to do a head count and ask people who have been there too long to leave

WATE – will be opening for Grab & Go on March 22, 2021

Most libraries who are open for Grab & Go state that patrons are keeping to the time limits and not overstaying

- **Face Masks – patrons not wearing a face mask**

CHEL – patrons must wear a face mask to enter building, if they are not they are encouraged to use the WIFI in the parking lot

REDF – if patron will not wear a face mask, staff will find their items for them and they encourage patron to use curbside

HIGH – has a separate room for computer use for patron who cannot wear a face mask

WATE – has a sticker for non-mask wearers to wear, if they have a medical reason for not wearing a mask

- **Collection Agency**

Many libraries have not resumed the collection agency. Reasons for not resuming include not wanting to penalize patrons for the library's quarantining of items and patrons still not understanding that fine free does not mean never bring back the item.

Libraries that have resumed the collection agency are not seeing an issue with quarantining items leading to more reporting.

- **Curbside appointments after starting Grab & Go**

Most libraries have seen a drastic reduction in the numbers of curbside appointments once they open for Grab & Go. Most libraries are offering both services to reach as many patrons as they can.

NORT is putting a flyer in their curbside bags to let patrons know they are open for Grab & Go.

- **Children/teens in the library**

Most libraries report that children are coming into the library with their parents. They are not having issues with children/teens coming alone to the library. The majority of libraries have no seating, so it discourages youth from coming to stay/study at the library.

- **Computers – does your staff help patrons?**

Most libraries that offer computer services report that staff will help patrons with computer questions. The staff tries to stay at a 6 feet distance. Some libraries have screen sharing software that can help.

Next meeting: May 13, 2021 9:30 am – Virtual

Adjournment: Jonathan Deahl (WATE) moved and Judy McIntosh (NORT) seconded

Attendance – all remote

Ben Acha (ROAK)
Elizabeth Alexander (LIVS)
Mary Boertman (HZPK)
Casey Branch (SLYN)
Dawn Chlebo (MILF)
Teneia Combs (REDF)
Kristin Cortright (SLYN)
Jonathan Deahl (WATE)
Latisha Edge (HMTK)
Brigette Felix (TLN)

Tina Fleischmann (BRIT)
Azita Frattarelli (RIVW)
Emily Good (DHTN)
Mary Graulich (DEXT)
Terri Lancaster (CHEL)
Judy McIntosh (NORT)
Kathleen Mintus (HIGH)
Alta Moore (LYON)
Rita Otzman (WAYN)
Pam Quakenbush (LYON)

Carrie Ralston (WALL)
Edmond Richardson (PONT)
Sandy Ruhmann (ALPK)
Kim Sharp (WHLK)
Minni Shetty (AUBN)
Carolyn Smith (DHTS)
Colleen Tabaka (TAYL)
Kristen Tait (BALD)
Amy Viergutz (CANT)
Bill Wines (COMM)