

Circulation Services Committee

January 14, 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 November 2020 minutes: Jonathan Deahl (WATE) moved and Terri Lancaster (CHEL) seconded

Old Business:

- **Advertising auto-renewal (Lynda, TREN)**
Brigitte Felix is forwarding an email with generic promotional wording for auto-renewal. This is from SASUG.
- **Update TLN Lost Item Survey and Overdue Fee Survey**
Please look over both of these documents. They can be found on the TLN website under the Circulation Services Committee tab. Send any updates to Bridette Felix by February 1, 2021.

New Business:

- **Fill List (Teneia, REDF)**
Discussion on this topic went as follows:
"How often do you pull?" – Most libraries are pulling 2 times a day. Some are pulling again if they have the down time or staff to do this.

"How are your numbers?" – Most reported that their numbers are staying steady
Some libraries are pulling their patrons' items first and then pulling items for other libraries second

Mondays seem to be the heaviest in numbers of items

- **Current library services offered (Terri, CHEL)**
Many libraries reported they have very low staff in their buildings due to work from home orders – this has caused it to be hard for them to open their building to the public.

Libraries that are open reported that they have reduced their hours from pre-pandemic times. They are also seeing less patrons in the buildings or making appointments later in the evening.

Some libraries have suspended their collection agency use. It was stopped in March 2020 and many have not resumed. This has been due to their quarantining times causing items to be

overdue and many patrons claiming they did not know the library was open so they did not return their items.

Terri Lancaster (CHEL) mentioned that their patrons seem to be confused on what “fine free” means. Many seem to think it means you do not have to return the items. Discussion followed that patrons need to be educated that they do need to return the items and payment would be required if items were damaged.

Some libraries reported that they have gone fine free due to COVID.

There was discussion on the FAX 24 machines that some libraries use. Some report that they like the service, some reported that they no longer use it due to issues with machines and the lack of patrons understanding how to use the machines. Kelly Bennett (FERN) reported that they now use Library Document Station by Envisionware– this service is a bit more user friendly.

- **Plan for adding back services (Terri, CHEL)**

Many libraries are looking at options for reopening their buildings.

There was discussion about the numbers of patrons in the building when it reopens. Libraries that are currently open mainly reported that they have not had large numbers of patrons in the building. Staff were able to work in the building without worries about social distancing. Some libraries are in the process of shortening the time of items in quarantine.

Brigette Felix reminded the committee of the “Member Library Services Updates” document <https://tln.lib.mi.us/covid/operations> this document is on the TLN website under the COVID 19 Pandemic resources and shows the services each library is offering.

- **Proper delivery slips, bundling, etc. (Marion, HIGH)**

It was requested that holds and returns not be bundled together.

Please put a slip in each item.

Instructions for how to package items are located on the TLN website under Building and Delivery <https://tln.lib.mi.us/dept/delivery/files/TLN-delivery-policies.pdf>

- **Praises delivery department (Marion, HIGH)**

All agreed that the delivery department is doing a great job with all the changes due to the pandemic. Brigette Felix reported that during the week of 1/4/2021, the delivery department handled 1500 tubs – this is an increase of 500 tubs based on previous year’s numbers.

System and SASUG Update

- Please complete the TLN survey to help redesign the TLN website. They want your input. This survey link is at the top of their home page.

- The Users group met in December 2020 and reported that the Discovery catalog issues are being looked into.
- There will be a CARL upgrade on January 26th – please read the email that was sent out in regards to this.
- Please let TLN know if you resume using the collection agency for your patrons.
- Coming soon will be an option to refund patrons. This will not go to your cash register, but only show in your patron’s record that they were given a refund.
- The contracts for Celia Morse and SkyRiver (for cataloging) were extended.
- The SAS Guest patron type fine threshold is now \$4.99.

Next meeting: March 11, 2021 9:30 am – virtual

Adjournment: Jonathan Deahl (WATE) moved and Teneia Combs (REDF) seconded

Attendance – all remote

Ben Acha (ROAK)
 Elizabeth Alexander (LIVS)
 Kelly Bennett (FERN)
 Mary Boertman (HZPK)
 Casey Branch (SLYN)
 Dawn Chlebo (MILF)
 Teneia Combs (REDF)
 Jonathan Deahl (WATE)
 Latisha Edge (HMTK)
 Brigitte Felix (TLN)
 Tina Fleischmann (BRIT)
 Anita Frattarelli (RIVW)
 Emily Good (DHTN)

Lori Harris-Glore (STFD)
 Bonnie Holzerland (MDHT)
 Terri Lancaster (CHEL)
 Judy McIntosh (NORT)
 Kathleen Mintus (HIGH)
 Alta Moore (LYON)
 Christopher Nadeau (CIDL)
 Kim Oakley (ALPK)
 Rita Otzman (WAYN)
 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)
 Kristen Tait (BALD)
 Amy Viergutz (CANT)
 Jessica Wilhoite (ROMS)
 Linda Wiltse (TREN)
 Bill Wines (COMM)
 Donna Winter (LVCC)
 Annette _____ (AUBN)