

TLN Circulation Services Committee Meeting Minutes
May 14, 2020
All Remote Attendance

Called to order 9:30

Approval of Agenda Terri Lancaster (CHEL) moved, Judy McIntosh (NORT) seconded

Approval of Minutes Terri Lancaster (CHEL) moved, Judy McIntosh (NORT) seconded

Old Business

New Business

- **TLN delivery discussion and Q &A (Vince, TLN)**

- Question: Terri (CHEL) is the 24hour minimum hold after we have handled the items?

Answer: Vince (TLN) No the 24 hour minimum is after return from the patron.

- Question: Jon (WATE) Will normal delivery routes flow when TLN restarts? Answer:

Vince (TLN) Yes.

- Question: Kristen (BALD) Can TLN drivers call when they arrive because their doors will be locked?

- TLN's plan is to move in and out of the buildings quickly, stacking the bins near the door would be great, but TLN will work with individual libraries on best practices for their building. Sorters at TLN wear aprons and ppe when handling materials in the bins. Please do not store quarantined items in the TLN bins. They are concerned about running out.

- **Reopening your library to the public (Terri, CHEL)**

- **Daily operations amidst COVID-19 (Lynda, TREN)**

- **Checking materials in/out** LYN uses gloves and wears masks. Items are quarantined for 5 days. WATE has not discharged anything since March. The book drop is closed and will remain closed 4-5 days after opening. WATE is planning on sanitizing and holding items 24 hours before discharge.

- **Staffing your circulation desks** Most libraries are planning on installing shields and limiting contact by allowing patrons to scan items while staff operates the keyboard. Self checkout stations pose an issue because of the need to sterilize the screen between patrons.

- **Interacting with patrons** Some libraries are making outreach/wellness calls.

Brigitte is talking to other CARL libraries outside the co-op to see what they're doing differently.

Discussion on how to handle holds for patrons once they can come back into the building. What's better – self-service or behind the circulation desk?

- **Auto renewal update (Terri, CHEL)** Auto renewal cannot be enabled until the patron notifications are reactivated.

- **Daily Open/Closed schedule for TLN libraries (Terri, CHEL)**

Library of Michigan determined that libraries can't have senior hours since this is discriminatory. The majority of libraries will be doing curbside service. Saline will only do pickup at the circulation desk.

- **Full-service, staffed cafés (Kristin, BALD)** Discussion on how restaurant service limits will impact cafés and need for social distance when interacting with patrons.

- **Selecting committee officers (Jon, WATE)**

- The Chair will be Kim Sharp (WHLK)

- No one stepped up for Chair-Elect or Secretary. Jonathan reminded everyone that the committee can't exist without officers, so the group could disband if these positions are not filled.

System Update/SASUG Update

Brigette Felix (TLN) Damaged and Missing Policy was approved. The CARL upgrade took place in March. Library Login passwords were not changed. Auto-renewal was postponed. 88% calling tree success in March. Reminder: Do NOT be creative in the phone number field.

Adjournment Sandy Ruhmann (ALPK) moved Lynda Wiltse (TREN) seconded

Next Meeting: September 10, at Brighton District Library

Chair: Jonathan Deahl (WATE) Chair Elect: Kim Sharp (WHLK) Secretary: Donna Winter (LVCC)

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| Ben Acha (ROAK) | Kathy Mintus (HIGH) |
| Elizabeth Alexander (LIVS) | Alta Moore (LYON) |
| Kelly Bennett (FERN) | Vince Nash (TLN) |
| Mary Boertmann (HZPK) | Alex Norman (TLN) |
| Casey Branch (SLYN) | Kim Oakley (ALPK) |
| Erin Champan (TREN) | Rita Otzman (WAYN) |
| Dawn Chlebo (MILF) | Diana Pierce (BRIT) |
| Teneia Combs (REDF) | Victoria Price (AUBN) |
| Jonathan Deahl (WATE) | Pam Quakenbush (LYON) |
| Kathy Dimond (MANC) | Carrie Ralston (WALL) |
| Jasmine Dismukes (WIXM) | Marion Reed (HIGH) |
| Megan Drozan (FMTN) | Edmond Richardson (AUBN/PONT) |
| Karen Endres (BERK) | Amy Rosen (WHLK) |
| Brigette Felix (TLN) | Sandy Ruhmann (ALPK) |
| Jenni Gannod (CLAW) | Jaqueline Seimer (OXFD) |
| Emily Good (DHTN) | Kim Sharp (WHLK) |
| May Graulich (DEXT) | Minni Shetty (AUBN) |
| Bonnie Holzerland (MDHT) | Carolyn Smith (DHTS) |
| Donna Janke (HART) | Tamara Sochacka (HMTK) |
| Sandy Jaslow (REDF) | Colleen Tabaka (TAYL) |
| Elizabeth Korey (BLOO) | Kristen Tait (BALD) |
| Terri Lancaster (CHEL) | Amy Viergutz (CANT) |
| Paul McCann (DEXT) | Arlene Wall (SALN) |
| Judy McIntosh (NORT) | Lynda Wiltse (TREN) |
| Christine Marion (OXFD) | Bill Wines (COMM) |
| Angie Michelini (TLN) | Donna Winter (LVCC) |