

TLN Circulation Services Committee
Northville District Library
212 West Cady Street, Northville, MI 48167

Called to Order 9:32

Approval of Agenda: moved by Colleen Tabaka (TAYL) seconded by Terri Lancaster (CHEL)

Approval of Minutes: moved by Judy McIntosh (NORT) seconded by Sandy Jaslow (REDF)

Old Business:

- **MiLibrary card parameters follow up** (Kim, WHLK et al) WHLK found MiLibrary card users are limited to 10 checkouts, \$5.00 fine threshold, no holds allowed. Sandy Jaslow (REDF) provided info from Anne Neville: individual libraries can setup with TLN to allow holds on their items. REDF and HIGH allow holds. FERN testing is still in progress.

New Business:

- **Representative needed for 1/23/2020 SASUG meeting:** Judy McIntosh (NORT) will address any questions regarding the damaged/missing policy. Kelly Bennett (FERN) is going the Steering Committee Meeting in March.
- **Online Payments not credited to the patron account:** (Diana, BRIT) A help desk ticket was opened because the online payment was not automatically credited to the patron's account. A technical issue caused the problem between authorize.net and CARL. This happens infrequently. A receipt is sent via authorize.net if the patron's email address is in their account to verify payment.
- **Update from libraries that transitioned to fine free** (Terri, CHEL) REDF says best thing ever ALPK says their items only are fine free, not the patrons (REDF does all items returned to REDF and their patrons) no problems, not advertising it, but people are happy. BRIT says HART patrons drop off things at their library and get fines. Led to discussion about fines and when patrons are sent to collection. LYON says collection activity has ticked up since they have gone fine free. People are returning the items when they get the collection notice. Question: has the lower threshold of blocking for lost items caused an uptick in patrons going to collection? Kristen Tait (BALD): Unique Management Services newsletter has tips about transitioning to fine free.
- **What reports are you finding helpful?** (Terri, CHEL) Items by status (17 in Circulation) is most used. Reports are edited in excel.
- **Suggested catalog cleanout timeline** (Terri, CHEL) things don't get purged if the item was sent to collection. Waterford manually clears them out and changes status to withdrawn for lost and paid items. SASUG voted on timeline for other items. 6 years is the agreed on amount if there are items on the account 13 months if there is nothing on the account.
- **Temporary cards** (Jon, WATE) home library should be the issuing library. CHEL issues temp cards for people all over the country because of the head pain clinic in the hospital there. FERN gives temp card to Royal Oak Twp residents because they currently do not have a library.

System Update/SASUG Update

Brigette Felix (TLN)

- SASUG did not meet in Dec. CARL released latest software update at the end of Dec. TLN is working on getting it on the test server. Calling tree on Dec. 11th was 100% effective. Bellville Sumpter branch now open. TLN code and number: BELS 220. Soft opening was Monday. Main is closing on the 13th in anticipation to moving to their new library. MAP: print run of two sided postcards, increased usage of the program. Are libraries interested in a poster to advertise MAP? Yes. Tabletop 8.5 x 11 generally agreed on as the size and style. Bookmarks and other promotional materials available on TLN's site.
- Head of building and delivery will come to May meeting at Chelsea.
- Patrons changing info online: Patrons are soft blocked so it can be verified by staff.

Adjournment Motion to adjourn: Sandy Ruhmann ALPK, Megan Drozan FMTN seconded.
Meeting adjourned 11:00 am.

Next Meeting: March 12, 2020 @ Waterford Township Public Library

Attendance:

Gloria Finzel (FMHL)
Megan Drozan (FMTN)
Bill Wines (COMM)
Sandy Ruhmann (ALPK)
Pam Quakenbush (LYON)
Judy McIntosh (NORT)
Amy Viergutz (CANT)
Dawn Chlebo (MILF)
Colleen Tabaka (TAYL)
Lynda Wiltse (TREN)
Marion Reed (HIGH)
Diana Pierce (BRIT)
Patti Davies (SLYN)
Brigette Felix (TLN)
Sandy Jaslow (REDF)
Rita Otzman (WAYN)
Kim Sharp (WHLK)
Alta Moore (LYON)
Kim Oakley (ALPK)
Donna Winter (LVCC)

Kelly Bennett (FERN)
Arlene Wall (SALN)
Casey Branch (SLYN)
Terri Lancaster (CHEL)
Tina Fleischmann (BRIT)
Kristen Tait (BALD)
Jonathan Deahl (WATE)

Remote Attendees

Carolyn Smith DHTS
Emily Good DHTN
Kathy Dimond MANC
May Graulich DEXT
Azita Frattarelli RIVW
Edmond Richardson AUBN/PONT
Minni Shetty AUBN
Shauna Quick BRND
Sally Kohlenberg HUNT
Karen Schiller SLYN
Bill Bowman IDPN