



The Library Network

Libraries Working Together

41365 Vincent Court, Novi, MI 48375
Phone: (248) 536-3100 Fax: (248) 536-3098
Online: <http://tln.lib.mi.us>

Newsletter for the week of June 3, 2019

Minutes - SASUG Meeting - April 25, 2019

Job - Library Monitor/Clerk - Part-time - Clawson Blair Memorial Library

Job - Marketing & Outreach Librarian - Full-time - Lyon Township Public
Library

Agenda - Ex-Comm Meeting - June 6, 2019

Shared Automation System Users' Group (SASUG)

Thursday, April 25, 2019 @ 9:30am

Commerce Township Community Library, 180 E. Commerce Street, Commerce Township, MI
248.669.8108

Call to Order- 9:30

Introductions

Approval of Agenda

Motion by Alyson Lombert (WALL)

Seconded by Garrett Hungerford (REDF)

Approval of Minutes

Motion by Patricia Braden (ROMS)

Seconded Anne Hage (HTWD)

System Update

Anne Neville, TLN

-CARL functioning issues are being looked into.

-Overriding of hardblocked patrons: last month we decided that hardblocks should allow an override once per day (as opposed to being overwritten forever). Anne has been examining the feature before implementing it and it should be implemented next week.

-MelCat is offering some refresher classes. Be aware of this opportunity if you have staff that are interested. Class in Lansing, May or June.

Report from the TLN Board

Paul McCann, Ex Comm Chair

-TLN Board meeting was canceled last month.

Report from the Executive Committee

Paul McCann, Ex Comm Chair

-Most of what was discussed is also on the agenda today for this meeting. Budget on track. Discussion on capital reserve fund. These funds have been partially used for CARL. Equipment for remote meeting attendance would come out of capital reserve so there will be discussions in the future on that topic. Post migration issues: integrating the overdrive records. TLN has to do this in test environment and they are making progress. CARL and TLN are working on this and FRBR. Discussion about having another committee position related to operating the technology. This would be reflected in updated bylaws. Patron profiles being looked at. Fine free issue/ automatic renewals discussed.

Next meeting is next Thursday.

Unfinished Business:

1. TLC CARL•X post migration Celia Morse, TLN Consultant

Looking very seriously into the recent system issues with CARL. The importance of stability will be conveyed to CARL. We are not the largest consortia they deal with (LA is larger) but the unique environment/different rules of each library makes our consortia more challenging. First maintenance bill coming due: amount around \$154,000; as expected. Sirsi would have been over double that.

2. Remote meeting attendance update Paul McCann, Ex Comm Chair

Document distributed with procedures. Remote meeting attendance: the equipment has been purchased and a test will be at the next meeting (test with nonbinding vote). Due to open meetings act and regulations, a vote via remote meeting attendance would have to be by voice. Approvals and routine agenda items will be on consent (same motion and second method we've been using). Contributions by members will transpire as normal. Votes on specific issues is where the roll call voice vote will come into play. All the yes, no and not present answers would have to be recorded. People logging for remote meeting attendance would have to be identified by library (currently, some do not). Still one vote per library. This would all be reflected in the new bylaws which would be voted on by paper ballot. Anytime there is a vote to be cast, the votes would require that the issue be highlighted on the agenda. In the past this was very important in order for people to decide if they should drive to the location, but it is equally important now in order to decide how to participate. You don't need a microphone or camera to participate; you would need a computer and phone.

3. Bylaws change & vote to issue paper ballot- Paul McCann, Ex Comm Chair

Lori sent proposed bylaws out. Most of it is housekeeping. The most significant changes are dealing with how we treat voting via remote meeting attendance. A technology coordinator position is being added as another nominated/elected annual position so that there is someone at every meeting who knows how to run the roll call vote at every meeting. TLN will train whoever this person is. Challenges may be encountered at various libraries that have different setups, different sound systems; some meeting rooms are louder than others. It will be important for everyone to speak clearly and we may have to be mindful that depending on the environment, there may be audio issues. The technology person would have to monitor the comments and try to make the physically present group aware of any audio issues.

4. Patron blocking thresholds in CARL committee Kim Schaaf, Springfield Twp. Library

A committee of ten members has been formed. Each different GEN patron type is represented by a committee member. Thus far there has been discussion via email of issues related to the topic. This group will be meeting after today's SASUG meeting and will report more at the next meeting. Anyone is welcome to participate if they have an interest.

5. Overriding hard block patron status Anne Neville, TLN

Planning on changing this setting next week in CARL.

6. Auto renewal

Andrea Dickson, Wixom Public Library

Discussion / Comments:

-How will fine free and auto renewal interact?

-Patron feedback from other libraries that do this is REALLY positive.

-If this was done it would be at a co-op level, but it would recognize each library's current limits on materials.

-The auto-renewal does not send a notice, but any items not renewable would be noted in the coming due notice.

-This topic will be included as a future vote.

Motion to vote in the future on implementing auto renewal in July 2020.

Motion by Joan Rogers (WATE)

Garrett Hungerford (REDF) seconds.

All in favor by show of hands.

7. Sharing patron records/Library Privacy Act Andrea Dickson, Wixom Public Library

Discussion was held last month on the method of adding non-shared system TLN patrons in to the shared system when they come to shared system library. Methods vary greatly and some stand alone libraries are interpreting the Library Privacy Act in such a way that they cannot give any information what-so-ever about their patrons to a shared system library.

Library of Michigan gave a synopsis on library privacy act which was distributed at last meeting.

Comment: We all act as agents in serving each other's patrons.

Should it be the consensus that all shared system libraries do some kind of vetting when adding non shared library patrons? It does impact all shared system libraries when someone is added.

Some stand alone libraries will not give the info over the phone, some accept a form, etc.

Currently there is no single methodology for adding them and we cannot control what stand alone libraries are going to do or not do.

Comment: Can we come to some common ground with the non-shared system libraries on an interpretation of the Library Privacy Act. If you take the strictest interpretation of the library privacy act, as in, it's a violation to even know whether someone has a library account, then collection agencies are a violation and the shared system is a violation. The shared system libraries should probably get on the same page about how or whether we vet patrons. Many shared system libraries do not vet in any way. Stand alone patrons are supposed to be added as sasguest so that there are limits as to what they can checkout/place on hold. Comment: The term "Agent" in the law is perhaps a slippery slope and if libraries start giving the information out, then where is the limit drawn? That seems to be how the stand alone libraries are interpreting the Act.

Comment: Romulus ran a report on sasguest users to see if they were "problems" and they were found to not stand out as having fine issues or otherwise; that impacted their decision to not vet.

Comment: The situation with the video games is an outstanding situation and sometimes the police need to get involved as opposed to procedural changes. Comment: There may have been another attempt at the video game ring, but they were stopped (@ NORT).

8. Video game as media type Andrea Dickson, Wixom Public Library

Donna (Livonia) originally proposed this at the last meeting. The discussion was centered around making the video games the same across shared system libraries in terms of what they are designated so that all libraries can easily identify these items (which have been the target of recent theft ring).

The media type of video game would potentially have a limit of one per card (or more depending a group discussion). The checkout limits are tied to the media type but more information about how CARL treats media type exceptions would be good information to help consider this topic.

Comment: we should be cautious about adding more complications to the systems. Further customizations may not be the answer; combining and streamlining should be the goal.

Comment: Before adding an item type, perhaps we should ask how many libraries would be using this item type because if only two libraries out of 25 are going to use it then it defeats the purpose and adds complication.

Comment: Perhaps software is an appropriate media type to use for video game as CD ROM software is almost non-existent and language kits or other types of software are also valuable like video games.

Comment: Video games do often bring people into the library which is a good thing. We want people to come to the library!

Comment: Are we making a policy that penalizes all the good people due the despicable actions of a few?

Comment: Maybe we should do a survey of who has games, who is considering adding them and who does not have them. Then we need to find out what the CARL software can do in terms of media type for this.

New Business:

1. Fine free libraries in the TLN cooperative Don Priest, Southgate Veterans Memorial

Several libraries have made the switch and there are more to come (OAPK, TAYL, ALPK, SOGT and many more considering). Libraries that already are going fine free include: MILF, HART, REDF, and GARC.

There are several options as to how fine-free libraries go about this:

1-They can set their own items to not accrue fines. TLN can do exceptions to media types and this would apply to only the fine-free's library's items. In this scenario a patron from a fine free library may still get fines if they borrow from a library that does have fines.

2-They can do it by patron type, but this is extremely complicated and adds a ton of extra bulk to the system and may infringe on your own library's ability to charge if the fine free person uses your library.

3-They can do a combination of both above options.

4-Fine free libraries can return everything "fine free" at their library.

Comments:

- Each fine free library should handle this in a manner that works for them.
- Are patrons going to drive to other libraries to get the “fine free” benefit IF the libraries are in close proximity? We can only speculate.
- If you do it by item type, it goes by library and item type and it will not accrue a fine regardless of where it’s checked out.
- Question is do you want it so your PATRONS do not get fines or the ITEMS?
- Maybe doing just kid’s items is an option for some libraries that are thinking about it.
- Having different rules at different libraries makes for a poor patron experience, but patrons do already know that different libraries have different fine structures and/or checkout times.
- One reason MILF went fine free was because that is the biggest source of conflict with patrons and the lowest paid people have to deal with it.
- The budget impact on non-fine free libraries is minimal because they weren’t getting the revenue collected at other libraries anyway.
- Much of the discussion is speculation on what patrons will do.
- MILF isn’t as close to other libraries as some others, but so far they haven’t seen an increase in HIGH materials being returned there, for example.
- HIGH has two fine free libraries nearby and still gets those patrons and charges them fines and nobody has complained about it.
- BELL fines are less than 1% of the budget. The time it takes staff to collect that and the bad interaction with the patron makes up for it.
- REDF points out that patron experience is valuable. Customer service is really valuable.
- Currently, for libraries that are fine free, their items do not accrue fines regardless of where it’s checked out AND they discharge all items in the fine free mode.
- The actual impact is yet to be determined, but there is an opinion that if one library forgives the fines for another library’s patrons, then that library is making the decision for another library on whether they get to collect fines.

Motion table discussion. Joan Rogers (WATE)

Seconded by Tina Hatch (MILF)

*The Chair did not call a vote on the motion to table and those in attendance concurred the discussion would continue at the next meeting.

Adjournment

Motion to adjourn: Maryann Zurmuehlen (NOVI)

Seconded by Alyson Lobert (WALL)

Next Meeting: Thursday, May 23, 2019, 9:30 am, Dexter District Library
3255 Alpine Street, Dexter, MI 48103
734.426.4477
dexter.lib.mi.us

In Attendance (33):

Connie Jo Ozinga (COMM)
Adrienne Breznau (ROAK)
Martin Smith (REDF)
Terri Lancaster (CHEL)
Tina Hatch (MILF)
Kim Oakley (ALPK)
Don Priest (SOGT)
Donna Janke (HART)
Laura Gromlich (WYDT)
Judy McIntosh (NORT)
Michelle Wloch (BELL)
Jody Wolak (WAYN)
Joan Rogers (WATE)
Donna Winter (LVCC)
Marika Zemke (COMM)
Patty Braden (ROMS)
Eva Sabolcik (NOVI)
Paul McCann (DEXT)
Brigette Felix (TLN)
Anne Neville (TLN)
Anne Hage (HTWD)
Alyson Lobert (WALL)
Cathy Buehner (HIGH)
Garrett Hungerford (REDF)
Ed Burns (FERN)
Jessica Wilhoite (ROMS)
Colleen Tabaka (TAYL)
Maryann Zurmuehlen (NOVI)
Kimberly Schaaf (SPRI)
Andrea Dickson (WIXM)
Bill Wines (COMM)
Celia Morse (TLN)
Matt Church (BERK)

Remote Attendees (12):

Kerrie Patterson (FERN)
Azita Frattarelli (RIVW)
Emily Good (DHTN)
Jenni Gannod (CLAW)
James Lenze (GARC)
Edmond Richardson (PONT/AUBN)
Minni Shetty (AUBN)
Toni LaPorte (LVCC)
Karen Schiller (SLYN)
Suzanne Street (TREN)
Jacqueline Seimer (OXFD)
Sarah Jones (OAPK)

**BLAIR MEMORIAL LIBRARY (CLAWSON)
PART-TIME LIBRARY MONITOR / CLERK
JOB DESCRIPTION**

QUALIFICATIONS FOR EMPLOYMENT:

- Flexible schedule
- Previous library experience preferred
- A strong customer service ethic and ability to communicate effectively with a diverse public
- Solid computer skills and the ability to use the online catalog and automation system
- Knowledge of alphabetical, numerical and decimal system of arrangement
- Ability to understand and effectively communicate library policies
- Ability to work independently
- High School diploma or GED
- Ability to stand and walk for extended periods of time; and move/shelve heavy books, to lift and carry up to 25 lbs., and ability to bend and/or stoop repeatedly

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Enthusiastic, friendly and approachable, with a strong commitment to public service excellence
- Provide circulation desk services for library users of all ages and assist with re-shelving of materials
- Assist library users on computers (troubleshooting)
- Handle cash transactions for overdue fines, copying, and other fees
- Observe behavior in Library building and on Library grounds
- Remind patrons of Library Behavior Policy; intercede when behavior is in violation of the policy
- Effectively communicate with Library Director and Youth Services Librarian about behavior situations
- Respond to Library staff requests for assistance

HOURS: Approximately 15 - 24 hours (4 - 5 days per week) including morning/afternoon hours and Friday/Saturday hours

Deadline: Review of resumes will begin on 6/3/19 and will continue until the position is filled

Please email resumes to jgannod@tln.lib.mi.us or mail to:

Jennifer Gannod, Director
Blair Memorial Library
416 N. Main Street
Clawson, MI 48017

Lyon Township Public Library
Job Title: Marketing & Outreach Librarian

The Lyon Township Library is excited to announce that we are seeking a candidate for the newly created full-time position of a Marketing and Outreach Librarian. We are looking for an outgoing, energetic people-person who is well versed in social media, has a passion for library service, great ideas and an artistic flare. Come work with the LTPL team and collaborate with us to promote the library as a center for the community. Sense of humor is a must.

Salary: \$38,000-\$44,000 DOQ. Vacation, sick & personal time, paid holidays, health insurance (including vision and dental).

Deadline for application: Please send a resume and three professional references to Holly Teasdale, Library Director at hteasdale@lyon.lib.mi.us by July 1, 2019. Interviews to be conducted in the first two weeks of July with a hopeful start date on or before August 1, 2019.

Description

The Marketing and Outreach Librarian serves as a librarian, plans and executes marketing campaigns, manages adult programming and serves as the library's ambassador to other organizations. The Marketing & Outreach Librarian strives to create a marketing plan that will attract users to the library and to inform the public on what the library has to offer.

Duties

- Development of a Marketing Plan for the library in conjunction with the Library Director
- Creates and ensures library identity and branding across all media platforms
- Design and creation of all print marketing and promotional materials such as flyers, brochures, signs and mailings
- Collaborates with staff about outreach services and opportunities
- Develops promotional website content with the Technology Coordinator
- Is the primary administrator of the library's social media accounts and guides staff in development of social media content and strategy
- Creates content for e-newsletter and digital signage
- Maintains media contact lists and creates press releases as needed
- Coordinates with community groups, schools, government officials, the business community, home owners associations, social groups and public service organizations to ensure that the library is involved with all applicable public events, meetings and publications
- Identifies opportunities for new community partnerships
- Works with outside vendors for printing, mailings and promotional items for the library
- Assists with library functions and special events
- Manages Adult programs for the library
- Solicits outside presenters for programs and events, maintains communication and creates contracts for said presenters
- Collection development responsibilities as assigned
- Maintains a calendar of adult programs and events that are of interest to the community
- Contributes to the overall effectiveness of providing direct service to patrons

- Serves patrons in a courteous and business-like manner
- Attends monthly staff meetings
- Tracks program and marketing data and compiles and creates reports upon request
- Updates timely information to public access channels, newspaper, and local publications
- Maintains displays as needed
- Staff coordinator for Friends of the Library
- Manages special projects and other duties as assigned by Director

Qualifications

- ALA-accredited graduate degree in Library Science/Information Science
- Excellent written and verbal communication skills
- Knowledge of methods, practices and techniques of marketing and community relations
- Demonstrated skills in design for marketing and promotional materials
- Familiarity with social media platforms
- Ability to work with a variety of different groups, organizations and personalities
- Self-motivated and able to exercise initiative and independent judgment
- Comfort with public speaking and representing the library in a variety of settings

Physical Demands

Hand-eye coordination is necessary to operate computers and office equipment. Ability to lift and/or move up to 30 pounds. Specific vision ability is required including color vision. Employee is frequently required to stand and/or sit for extended periods of time.

**Shared Automation System Users Group
Executive Committee Agenda
June 6, 2019 – 1:30 pm
Livonia Civic Center Library**

- I. Call to Order
- II. Approval of Agenda**
- III. Approval of May 2, 2019 meeting minutes**
- IV. Reports
 - A. Budget A. Neville
 - B. TLN Board Meeting P. McCann
 - C. CARL Update (ongoing performance) A. Neville
 - D. Technology Services Update A. Michellini
- V. Unfinished Business
 - A. TLC/CARL post-migration C. Morse
 - B. Fines/Blocks/User profiles committee P. Braden
 - C. SAS By-Law ballot L. Coryell
 - D. Non-resident patron verification A. Dickson
 - E. Mobile technology for remote voting P. McCann
 - F. Fine free P. McCann
 - G. Auto renewal from SASUG P. McCann
- VI. New Business
 - A. Agency form for SASUG (Library Privacy Act) P. McCann**
- VII. Other items from Committee members
- VIII. Adjourn**