

Lakeland Circulation Forum
February 27, 2019 @ 1:30
Muskegon Area District Library Headquarters

Select a Recorder – Jen HO

Approve the Agenda - Motion Dwayne HO, Second Leann OZ, motion passes

Approve the Minutes of the September 26, 2018 meeting - Motion Erik HO, Second Dorothy Hackley, motion passes

Introductions

Items

- Updated i-types list
 - New list posted, Sheryl is in the process of revising for amount of renewals, will post when finished
 - Working with committees to reorder and reorganize, try to match descriptions to actual items
 - Sheryl would like to know what you actually use your i-types for
 - IE, there are a lot of VHS records, unlikely that they are all actually VHS
 - Please send Sheryl a list of items that have i-types with the wrong description
- Fines Free Children's materials questions
 - Currently HDL is doing this and several others are in the process of starting
 - Henika, Saugatuck, Hesperia are currently doing this by manually waiving fines
 - Zeeland starts July 1st
 - Fennville starts October 1st
 - Belding starts when Sheryl can get to it
 - Grand Rapids just approved this as well, not sure when will start
 - For Herrick, still collecting stats, no real data yet
 - Some libraries are books only, some are including AV as well
 - This means that any library that checks out HDL children's items will not get fined and any HDL patron that checks out any other library's item could accrue fines
 - Hackley tried completely fine free and two years ago or so they went back to collecting fines
 - They don't think they've seen it make a difference in their circulation rate but it has changed their return rate to the positive
 - Sheryl uses i-types and location codes to achieve the correct rules, so if you are interested in starting, know those things
 - Also an opportunity to clean up records and i-types
 - There are many opinions and feelings about going fine free in any capacity. This is something to be discussed by each library interested.
- Return Anywhere (LLC & KDL) questions
 - 78 Lakeland items were returned from KDL this month
 - KDL reports 63 items returned to them this month
 - About 5 GRPL items returned so far

- If you receive GRPL items, be sure to send them on to Lakeland right away. They will make sure they get back to GRPL ASAP.
- Going well, fairly slow. Anticipate it may pick up this summer.
- If you have enough for a bag, label it KU. If you don't have enough for a bag, throw it in a bin.
- Pick up anywhere is currently limited by budget. ILS Council voted no on it not too long ago.

Patrons

- Refunds for Lost & Paid items
 - Current rule is to get refunded for a paid lost item is that they have to go to the owning library to do it
 - This seems to be a barrier as some libraries are very far for some patrons to go to
 - HDL had a patron with a note on their record saying that they could have a refund, so HDL refunded the patron and billed the owning library
 - Libraries have different policies and procedures for how long patrons have to get a refund
 - Could we have a Lakeland policy that all libraries abide by?
 - Is 30 days reasonable?
 - Some libraries are restricted by their city rules
 - Some libraries immediately buy a replacement copy and so may not want to refund the book
 - Is it sufficient to call other libraries on a case-by-case basis?
 - Some libraries don't have any refund option
 - Seems current consensus is to change nothing and leave it up to the libraries involved
- Patron Last name format
 - When trying to search for patrons, can be very difficult
 - Would like to set some standards
 - Lakeland will work on a sheet similar to their suffix guide and send it out
 - A document currently exists, so they will update that
 - Currently says no spaces and no punctuation other than hyphens
 - Will include more examples
- i-Tiva questions
 - This is the phone system
 - Phone seems to be working well, not so much the email
 - For email notices, Lakeland send them at 6am. Because they can be sending up 3500 notices at once, this can cause various email providers to block the lcoop.org domain temporarily. This may cause a patron to not get their hold pick up notice, but because we send the cancellation notices later, they do get those.
 - i-Tiva calls for Hold Pickups and Overdue Notices
 - i-Tiva has 8 lines, which have different numbers
 - When we send notices, i-Tiva queues them and assigns them a random number to call the patron. So patrons could be called by any of those lines and they could get calls from multiple numbers in the same day. The caller ID will always say Lakeland
 - Patrons can get:
 - Phone notifications
 - Email notifications

- Text notifications
 - Phone and Text notifications
 - Email and Text notifications
 - If there is an email in the patron's record, they will get an email. If there is not an email and there is a phone number without ##, they will get an i-Tiva notice. If there is no email and the phone number has ##, their notices will get "printed" and their library manually notifies them.
- Overdue and Billing notice printing questions
 - Sheryl is going through and getting libraries set up to self-print these notices
 - She started with those already using email or are larger volume, but will get to everyone
 - It will now be in your Sierra Notices screen
 - If you are set up, please be sure to send your notices before 4pm, preferably in the morning, but not before 9am
- Automatic renewal coming on April 1
 - Sheryl has a handout she can email you
 - Patrons can renew
 - Online
 - Shoutbomb
 - i-Tiva
 - In person
 - And now automatically
 - Items will only renew if it is allowable, so patron in good standing, no holds, has not been renewed 2 times already, etc.
 - The system will automatically renew items 3 days before the due date and renew from the due date (patrons will get a full additional 3 weeks (or whatever is applicable))
 - The courtesy notice will now tell patrons that their item has been renewed and the new due dates. Phone notice only patrons will not be notified that their items are renewed. Shoutbomb patrons will be notified about items that couldn't be renewed.
 - Patrons will start getting new notices on Friday, March 29
- Linked patron
 - Family cards, linking spouses, kids...
 - Sierra allows for linking cards, if turned on
 - Can be turned on by individual login, for each library
 - Would only work in house if not all libraries do it
 - It is similar to how some libraries put guardian IDs in for minors
 - Sheryl has handout showing what it would look like to turn on Linking and an example from a library currently using it
 - If turned on, each library would need to develop their own policies, procedures, and forms
 - The example library automatically links all minor cards with their guardians and provides a form for consenting adults to choose to link their cards
 - This only works in Sierra, does not change anything online
 - If you have any questions or opinions, please let Sheryl know!
 - Ionia is maybe volunteering to trial this
- Sierra questions
 - If you are having search issues, please send all of your info to Lakeland so that they can reproduce the issue and see how to fix it

- If you've noticed that the date filter is missing in Sierra, it is accidentally missing and will be returning someday
- Any other questions, send it in to tech-help@llcoop.org to create an automatic ticket, if it is a major issue, call instead

MeiCat/RIDES

- No updates

Updates & Reminders

- Soon, all board meeting packets will be available online and accessible to all, yay!
- If you have things you'd like to meet about, let Lakeland know and they may set up special meetings

2019 Meeting schedule (quarterly)

- May 22, 2019 - Lakeview
- August 28, 2019 - Zeeland
- December 4, 2019 - Loutit

Next meeting: May 22, 2019 at Tamarack at 1:30 p.m.