

Circulation Forum Meeting
January 27, 2010 1:30pm
Herrick District Library (HO)

AGENDA

Select a Recorder- Veronica Pitchford, MG

Items to add to the Agenda-RBI info, blocking MeLCat requests for new items.

Approve the Agenda-Carol DeBoer (AW) moved, Jolene Michaels (MH) seconded

Approve the Minutes of the September 23, 2009 meeting- Diane (HO) moved, Dorothy Johnson (SM) seconded.

ITEMS

Sheryl passed out instructions for blocking MeLCat patrons from requesting new items by I-types. Sheryl can batch changes these back as long as you ask her to or ask her to put it as a scheduled change on a regular basis. Or libraries may make the change manually. This only blocks the MeLCat requests. It will not affect Lakenet holds.

PATRONS

GRPL Patron record updates-Sheryl and Elaine answered questions and reviewed the process. If there is a change to a GRPL patron record, it is updated after GRPL closes during day end processing. Paul retrieves and loads those record updates. There are 250-350 updates per day. Updates come in and will overlay the info in the current record. The issue is that patrons will get a GRPL card and then attempt to use it at LLC libraries before the updates have been loaded. Try not to create a duplicate record, check for an existing patron record and insert the new barcode into the record to avoid duplicate records. Records are loaded Mon-Fri; records from the weekend are loaded on Monday. If the patron has an M block then GRPL cannot remove it. You may call GRPL to verify if the block needs to be there. If it should no longer be there, remove the M block and any accompanying messages in Millennium. If you are not comfortable removing the M Block, send it to tech-help for LLC staff to remove. Check patrons against the GRPL API to ensure these patrons don't owe money. If you need a copy of how to access the GRPL API, ask Sheryl to send you a copy.

Collection agency blocks reminder- With last weeks upgrade the system can send more detailed information reported to the Collection Agency. REMINDER: C-BLOCKS are not to be overwritten or changed. C-blocks are automatically removed from patron records by the collection agency software when the patron balance is \$0.00. If you remove it manually, Unique will not get the update that the patron has paid off their account and the patrons won't be cleared from Unique's records. Patrons must completely pay off the account before the C-block will be removed from the account. If the C-block is removed and put back in, it will have to be removed manually. Sync reports are run by LLC quarterly to ensure that Millennium and Unique have the same information.

Collection agency fee-Do not waive the fee if it was not put in by your library. If you find other libraries have waived these fees, you may bill the other library for reimbursement. There is no protocol for collecting fines or collection agency fee first. If you collect the Collection Agency fee, patrons and staff may not remember why the patron was put into collections without view the fines paid history.

Using MeL z-codes for home library-Patron home library should be the library's 2-letter code, not the MeL Agency code (z-code).

Registering juveniles whose parents owe money-poll-AS wants to poll about this policy. Most do register, a few do not. A poll was taken of the 19 libraries represented at the meeting, 5 libraries do not register juveniles if the co-signer owes money and 14 do register them. Pam (OG) stated that Lance Warner says you are entitled to protect your library's collection; make sure you have this in written policy and enforce equally for all patrons.

Compile a new list for LLC Website: Libraries that do not issue Temporary Cards- This list will replace the current list of libraries that do not mail permanent cards. That list is obsolete given the changes to the temporary card policy which was approved by the Lakeland board in November. LLC will post a list of libraries that do not issue temporary cards. A sheet was circulated at the meeting to get this started. 11 libraries at the meeting indicated that they do not issue temporary cards. Sheryl will get the information from the remaining libraries who were not at the meeting and the list will be posted to the LLC website in the ILS Info area.

There was discussion about COMPRISE, which is a product from the same company that issued SAM. If you would like to see this product in action, contact KDL. The product is a Point of Sale product (cash register system that will interface with Millennium and allow updates to patron records for fine payments). Libraries who review the fines paid information will see new set of initials (aa) in the fines paid info. That is money that has been collected by KDL through this system.

UPDATES

New and Revised Policies- These are posted to the Lakeland website. Registration: Procedures for variable Patron Registration are located in the Registration Standards.

*Circulation Policy-*New revisions approved by the board in Circ 2.8, the non-resident policy.

*Temporary Patron Registration-*Temporary card is temporary. If you issue a temporary card, it is only good at your library. Do not send the registration card to the home library. You will keep these. The patron then has 30 days to get to their home library for their permanent card. The patron is your patron until the patron has been to the home library to apply for their permanent card. Temporary cards are not renewable under any circumstances. Check database to ensure a duplicate record is not created. Temporary card holders can not place holds. Sheryl will check in creating a short coded Pmessage to pop up indicating the card is a temporary card.

*Underfunded Contract Service Area Policy-*These procedures begin July 1, 2010. This is a new policy. Underfunded contract areas are townships that are part of your service area for which you only get state aid and penal fines. If local support does not add up to 3/10 of a mill, they are an Underfunded Contract Service Area. The list of these townships will be kept updated on the Lakeland website. A new card is in the works for Contract Service Patrons. The card will not list other LLC libraries on the back. Card color has not yet been decided. Other libraries will individually decide if they will honor this card and which services they will provide to these patrons. Libraries with UCSP will need sheet barcodes. If you do not have sheets of barcodes, you will need to order them for these cards. No new P-Type will be created; an existing one will have to be adapted for use for the libraries that have these service areas. Not all LLC members have townships in this category.

Non-Resident Policy- Changes: Non -Resident patrons are not allowed to place holds. Item specific on your own items are allowable if that is your local policy.

New Procedures for new policies-Sheryl reviewed the latest version of the LLC Patron Registration standards which has procedures for all of the policy changes. If there are additions that need to be made, contact Sheryl. Procedures need to be as clear as possible.

Recommendations from the Reciprocal Borrowing and Interlibraryloan Committee. We are going to stop checking in reciprocal return items. Interlibrary loan items will get a pink sticker that says ILL. This sticker will be placed above the owning library's green sticker. If the item is ILL, it can be returned and checked in at any location. If the item does not have a pink ILL sticker on it, the item will not get checked in. It will go into delivery to its owning library not checked in. The owning library will then check in the item. The implementation date for this is March 15. You will need to start stickering items on Feb 22. Send in your sticker order on the Lakeland three part order form. Sheryl ran through some of the talking points for the meeting attendees. This is not an arbitrary Lakeland decision but a direct result of the 40% reduction in state aid funding to public libraries and library cooperatives. This is an effort to preserve the Interlibrary Loan System and other services that libraries and patrons value.

The goal for delivery reduction is 30% after this new policy is in place.

2010 Dates and Meeting Locations

March 24, 2010-Belding

May 26, 2010-Salem/Burnips

July 28, 2010-Hastings

September 22, 2010-Grant

December 1, 2010- Kentwood

Next Meeting: March 24, 2010 at Belding

Meeting adjourned at 3:48pm