

**Lakeland Circulation Forum Meeting  
Hastings Public Library  
July 28, 2010**

**Select a recorder** – no volunteers, Sheryl will send out the notes

**Approve the Agenda:** Motion by Sue Owens (HO), supported by Dorothy Johnson (SM) to approve the agenda

**Approve the Minutes of the March 24, 2010 meeting:** Motion by Dorothy Johnson (SM), supported by Eileen Jenkins (HO) to approve the minutes of the March 24, 2010 meeting.

**Items:**

**Any interest in lowering the limit on DVD/VHS checkouts (req by a library)**

There is concern that a family could come in and check out the max allowed so that one family could have potentially 15/25 items PER CARD. Several libraries have also noted a gradual increase in their loss of DVD's over time. Is there interest in lowering the maximum number from the current 15 items? 5 libraries want it lowered; 6 want it to stay as it is. Since there seemed to be a pretty even split opinion on this, the group agreed that it should go back to PPS for discussion in a wider forum.

**New ILL rules for AV and New books**

Most of the issues have been ironed out. We still get a call about some particular AV item still being paged or filling a hold. If an item shows up on your paging list, check the i-type, it may not be assigned to an AV itype.

Be aware of the home library of the patron. When you are placing holds for patrons, the default location is the building you are in while library staff places the hold.

June 28, pickup at the patron's home library went into effect. If they placed the hold prior to June 28th, it will be filled to pick up at the original destination chosen by the patron at the time. These could potentially be filled over the next year as that is how long a hold exists on the system. These will work their way out of the system eventually. All holds placed after June 28 are automatically set to pick up at the patron's home library.

New book rules are based on the new book location codes that were created for each library. Regular location codes will continue to fill holds as they did in the past. Each library has a new location code for NEW BOOKS so that they will only fill holds placed by local patrons while the items are designated as new. New location codes were created for both adult and juvenile materials. In January, Sheryl will send out lists for books that are no longer considered new and will need their location codes updated to the normal code. However, new is to be defined by the owning library and location code assigned per local policy. Is it newly published or a new replacement or a new edition? Each library must decide if all items added are always designated as new if only newly published items are new. That is local policy.

### **On Holdshelf vs Put in Transit**

In Millennium when you check in an item level hold, the prompt gives you 3 choices - put it in transit, put it on holdshelf, or do not fill it. If you choose to put it on holdshelf, the system will put it on the holdshelf of the destination library so the system is notifying the patron it is ready to be picked up when it is really in transit. If staff has an example of something they believe may NOT fit this case, we need to have an example and a copy of the notice received by the patron. Have the patron print a copy or forward it to email to you so that Sheryl can see the time, date and other information to help diagnose the issue if you believe that the item was not staff error in choosing the incorrect prompt.

**Claims Returned:** Lakeland policy is that only the owning library may set material to a claims returned status. Each library then needs to have its own policy on how they handle claims returned items. When you set your own item claims returned, never choose set it to missing. There are two other options in the Millennium Claims returned prompt:

1. You can check it in and set to claims returned. Do this if your local policy is to not bill patrons for claims returned items.
2. OR do not check it in and set status to claims returned. Do this if your local policy is to bill the patron for the claims returned item.
3. OR your local policy may be that you do not ever set an item to claims returned status.

All are correct ways to handle it. You make your choice in terms of the Millennium prompt based on your local policy. Claims returned items do show up on the monthly reports that Sheryl sends out.

There is a Claims Returned counter in the patron record (CL RTRND). If you need to have the number corrected, you need to contact Sheryl. She can fix it. She will only do it at the request of a supervisor. KDL has a new policy: they only allow 2 claims returned items for a LIFETIME.

If the patron brings the item back or the library finds it on the shelf after it was set to claims returned, you may want to have it reset. In a show of hands at the meeting, several libraries indicated that they have a limit of 2 or 3 claims returned items in a lifetime.

### **Patrons:**

#### **On-the fly (brief) patron records-What is your practice?**

Almost all libraries present at the meeting do a complete, full record when the patron is present and registering for a card. Only a couple of libraries do brief records. When it is busy, most staff are instructed to call for assistance with patrons in line so a registration can be completed.

There was a question about address verification. Some ways to verify addresses as existing is to search the following type of sites:  
American Factfinder (a Census tool), County property tax databases, Google or Yahoo maps, Online street directories, etc.

### **Home Library Pickup**

Home library is not list in the brief patron record display in the check out mode. Sheryl is going update everyone's login and move this into the display to help staff when placing holds.

### **Underfunded contract service area patrons**

UCSAP have green cards. There were no questions on this at the meeting. Blendon Twp, served by Zeeland and Hudsonville, has millage on ballot for Aug 3 TallmageTwp, served by Allendale, has a millage on ballot in Nov. Other Underfunded Contract service areas are under review and in the process of updating patron records as needed.

### **My Lists in OPAC (demo)**

Patrons are able to save items to a "wish list". This way they can remember books they would like to read without placing a hold on the title until they are ready to place a hold or it has gone off of new book designation. Instructions were handed out to those at the meeting.

### **Freezing Holds in OPAC?**

This feature is not turned on, but it could be. Patron could freeze holds (but would have to remember to unfreeze it later). In Millennium, staff would see the not needed before date on the frozen hold grayed out. Staff will not be able to edit the not needed before date while the hold is frozen. The patron will have to thaw the hold for staff to edit it if needed.

Those attending the Circulation forum liked the idea of turning this feature on. Sheryl will work with Nick on Monday morning and send out a notification to everyone that it has been turned on.

### **Updates:**

#### **Circulation Policy updates**

Sheryl handed out the most recent versions of the Circulation Policies, Interlibrary Loan Policies, Underfunded Contract Service Area policies, and Non-resident policies.

Property Tax Patrons were discussed. Grand Haven and Spring Lake have local policies on this. If you would like to see their language, contact them. There is a p-type for property tax patron. Some libraries who issue property tax patron cards issue one card per property, some issue a card to every name on the tax record. It is important that if libraries issue these cards, they adopt a local policy addressing this.

After this year, there will be no more reimbursement for MeLCat items from the Library of Michigan. Reimbursement for lost Michicard items was stopped some time ago.

Internet Explorer has a problem with printing sheets of MeL Delivery labels from the labelmaker. The solution is to access the MeL Delivery label maker using Firefox Mozilla and to print from Firefox instead of Internet Explorer. Printing from Mozilla does not add the extra line which eventually throws off printing in IE.

### **New MeLCat Resource Sharing/Cataloging Policies**

The biggest change to the resource sharing policies regards libraries billing each other for unreturned MeLCat loans. Under the revised rules, the owning library must submit a bill to the borrowing library within 6 months of the institutional due date. Libraries that bill after that six month period forfeit their right to bill for that unreturned item.

**Next meeting: September 22, 2010 at Grant Area District Library**