

## **Minutes - OSL Circulation Heads Meeting, February 19, 2009**

The meeting at Rogers Free Library in Bristol was called to order at 9:45 am.

Present were: Joanne Sepe (AUB), Robert Oliveira (BAR), Kathy McGovern & Cheryl Stein (BRI), Mary Skaba (BUR), Barbara Angelone & George Curtis (CRA), Doris Hemond (CUM), Paula Dubord (EPL), Bethany Mott (ESM), Kathy Lawrence (GLO), Linda Stachelhaus & Pat Svansson (HAR), Ann Marie Chase (MID), Kristin Barmann (NSH), Andrea Plaziak (OSL), Carolyn Magnus (POR), Bev Klyberg (PRO), Donna Fogarty (SKI), Cathy Fagan (SKK), Prue Fallon (TIV), Kathy Berrigan & Sharon Fredette (WAR), Susan Rotella (WGR), Pat Redfern (WRR), Cyndi Desrochers (WWA).

Minutes of the November meeting were accepted by WAR and CRA.

**Transferring Holds to a Different Location:** Sometimes a patron wants to change a pickup location after the book has arrived. BAR has an easy work around this. Check the item out to a Circulation Desk library card by overriding the block. Go back into the patron's record and change the pickup location. Check the item back in to generate the hold at the new pickup location.

**Volunteers:** BAR requested information about how other libraries are working with volunteers. No one has a system of training. Some points brought out were:

- Often the volunteer is not capable of performing jobs that really need to be done.
- Spending a lot of time on training was not worth the effort as the volunteer may not show up again.
- Some senior volunteers were helpful with shelf reading.
- Community service workers mostly do maintenance cleaning assignments.
- Volunteers can pull holds.
- One library had a problem with theft of DVDs.
- One library did not like using community service volunteers thereby suggesting that being at the library was a form of punishment.

**Updating Patron Information:** Question was asked: Should not all patron info be based on the patron's library (agency) barcode #? We know that the Patron Agency must match the barcode of the library. Someone thought the Home Library field could be different for patron's who often use a different location from the one that issued their card. What does the Home Library field effect? Is it used for statistical purposes only?

**Patron Information on Hold Slips:** BAR had patron complain about staff tossing in the trash the slip from his reserved item showing his name and phone number-could be a privacy or ID theft issue. Some locations even have addresses on the slip. Previously there was a complaint about the receipt printer slips left by the patrons in library books. Do we need all this info and does anyone shred the slips? We do need the name and phone number on the slips and shredders are not always available. WAR is working with a feature of the Ill software that most of us have not heard about. If you run a receipt and a laser printer at the Circ Desk they can be preprogrammed to generate a receipt or a wrap. The wrap is a strip which can be wrapped around a reserved item. It records the first 4 letters of the patron's last name and the last 4 digits of their barcode. In WAR these reserves are held on shelves near the Circ Desk where patrons are able to pull off their own reserves and then either use the shelf check or proceed to Circ to check out. This solves the above issue for them.

**New Business: 1.** At a recent meeting, there was talk of phasing out the Teleforms system. Millennium is not structured to support the system and is not compatible with it. Teleforms can no longer reliably handle the volume of calls that ILL is generating. 60% of patrons are currently set up for phone notification. Teleforms does not recognize some phone rings and disconnects when the phone is answered. It has been crashing lately and sometimes difficult to restart. In an effort to reduce the burden on the system, we are strongly encouraged to switch patron notification to email whenever possible. Lisa and Andrea at OSL can assist us with this process. Through Create List, they can put a message on the records of all patrons who now receive phone notification. We would change each one as they come up and keep track of the progress. The message reads:

- **Update email address**
- **Change notice preference to Z (email)**
- **Then delete this message**

Please start with your own staff to make this change. We do not need to receive calls. We all have some patrons who regularly check their accounts online and usually pick up their items before any notification goes out. They would most likely use email. Someone suggested handing out forms asking "Did you know that you can receive email notification?..." Many probably don't know. Please get in touch with Lisa to start working on the changeover. There is hope that if we can reduce the number of calls, we might be able to keep the Teleforms system going. Most of us felt it would be a step backwards and very labor intensive to return to making the calls ourselves.

**2.** Lisa Davis wants to remind us about purging inactive users with Manual Fines from the system. Circ Heads recommend purging anyone with no activity for 3 years. The criterion for the amount of the Manual Fine would vary with locations. Lisa can create lists to let us know how many there are at each location before anything further is done. Andrea asked that if you create your own lists, please use the appropriate list-probably the small one.

**3.** Before you waive a Manual Fine for an active card user, please open up the fine screen and look for any notations. It may be a legitimate fine placed manually that needs to be paid.

**4.** Report was made that signatures on some library cards are wearing off. PRO puts scotch tape over the line and then uses a ball point pen.

**5.** Question-If a Lost & Paid item is found and returned, what happens? Policies vary-some libraries refund, some do not.

**6.** Request was made to ask Peter, if possible, please do not do upgrades or changes that involve shutdowns during a school vacation week. Is there any other way to notify libraries when we are back up and running?

**Pet Peeves:** 1) Too much packaging on ILL items-bubble, tape, and elastics.  
2) Returned items with missing parts-please check before returning.

**Good News:** Kathy Berrigan is retiring after 24 years at WAR! Our Best Wishes!!

Meeting was adjourned at 11:15 a.m. A tour of the new library followed.

Next Circulation Heads Meeting: May 21, 2009 at Jamestown 9:30 a.m.

Respectfully submitted,  
Ann Marie Chase, Secretary- Ocean State Libraries Circulation Heads