

Circulation Forum Minutes
January 28, 2015
Howard Miller Library

Recorder- Veronica Pitchford (MG)

Approve the agenda

Approve the Minutes of the March 26, 2014 meeting- Motion by Dwayne Betcher, 2nd: Laura Ortiz to approve. Motion carried.

Items:

Two letter codes confusion— MADL Headquarters is um not HQ; nr is now nc (Croton); ii is now ic (Ionia) and if the system displays “ll” that is LL not ii/ic. Update your 2 ltr codes list from the Lakeland website for accurate codes.

Delivery packing reminders— Audios are to be packed in the blue tubs. Do not pack them in the bags with books. Sorters are finding Audio materials in the middle and at the bottom of bags. If you need to pack them in a bag, the entire bag should be labeled for audio.

Stuck holds— Sheryl runs the list quarterly. (Aug, Nov, Feb, May) Frozen holds are listed on the report and can't be kept off the list. You will know if the hold is frozen by the patron if you try to modify the hold and the date is greyed out. The patron will need to un-freeze the hold in order for it to be filled. If you own the only item on a record, but do not wish to send the item or if the item is missing, cancel the hold and place a message on the patron's account. For a missing item, be sure to update the status.

ILL stickers, discontinued— How are other libraries handling this process now? Most libraries are still telling their patrons to return materials to the library they checked it out from, and check in all items that come in. Most are not checking items to see where they were checked out from. Some libraries, if items are caught, they will call the patron and ask them to pick the item up and return it to the library from which they checked it out. DVD and Express items aren't holdable so patrons that drop off that type of material will need to be informed of the policy to return items to the library from which they were checked it out.

Staff borrowed items— Loan rules apply to staff members. One check out plus one renewal allowed per item if there are no holds on the item. Do not waive bills from other libraries. Local items are per your policy. To read the loan rules, see Circ 3.7 of the circulation policy.

Status Report Cleanup— Status reports are ran monthly or quarterly. The StatusL report contains items that are Lost and Paid (\$), Billed (n).

The StatusM report contains items that are on the Library Holdshelf (h) (staff set holdshelf setting, not the system set setting), Missing (m), Trace (s), In Transit (t), Lost (l) and Claims returned (z). This month the StatusQ report is included which contains items with statuses that

we report to you quarterly. The status of these items on the report stay the same until you go into each record and change the status. Some reports are getting very long and it is recommended that you clean these up. Call Sheryl if you are interested in batch deleting any of these items.

In Transit Too Long— These items are listed on the bottom of the StatusM Report. Before KDL leaves the system, check the owning and borrowing shelves in an effort to locate the materials. If neither can locate the item, change the status to Lost Transit. (Eventually this will need to be withdrawn.)

Holds on materials— If a library is the only owning library and they opt not to send the a/v item, not filling the hold, the hold will need to be cancelled by the owning library with a message on the patrons account so we do not leave them wondering why the hold isn't getting filled. If the owning library just doesn't want to send it through delivery, but the patron is welcome to come pick it up, leave a message on the patron's account explaining that.

YTDCIRC field— Sheryl completed the move 1/26/15 of data in the YTDCIRC field to the LYRCIRC field in all item records. That field should now say 0 unless there has been circulation of the item.

Hold locations— When patron's place holds online, their home library is automatically selected. When a hold is placed for them through Sierra by staff, the "home library" location is automatically the library location placing the hold. Staff needs to be aware of this and choose the appropriate pickup location for that patron.

Sticky residue on adhesive routing slips— These slips leave a sticky residue on items. Please clean these items before returning to the owning library. It's worse on the spine if you stick the adhesive receipt on the spine as the label to identify which patron the item is for. When they are left on for 4-6 weeks, the labels aren't so easy to remove.

Damaged books filling holds— Do not check item in, send the item to the home library using a green routing slip. You should be able to transfer the hold to another on shelf copy. Before checking the item in, transfer the hold and print paging slip. Multi volume items do not give you the option to check in without filling the hold.

Patrons:

Merging patrons— In most instances, records are merged old onto new. If the old record is in collections, merge the new to the old. Unique Management associates it's updates by the patron record number.

Collection agency— When you get returned mail for a patron, change the zip to 99999. If the patron goes to collections, it will indicate to Unique to bypass the initial contact attempts and place them in secondary placement, where they attempt to locate the patron's current contact information.

Non-resident cards—Barcodes start with 20000 and the card is bright pink. When registering a patron, you need to set the MBlock to Non-Resident. If the patron has moved from the Lakeland Service area into a Non-resident area, the fixed fields will need to be updated to reflect the non-resident status. The MBlock will prevent the patron from using self-checkout machines throughout the co-op. When issuing a non-resident card, put a message on the account “Patron purchased non-resident card from (your library’s two letter code)” Also include the date and your initials with your library’s 2 letter code. This will allow better tracking of who issued the non-resident card and when to a patron.

DL and ID’s— Do not include spaces when typing in DL or ID numbers. The systems duplicate checker won’t catch it if spaces are used. A useful tip: you can scan the driver’s license barcode though there will be extra digits at the end. Type in the U for Mich ID, scan the code and if the patron is in the system, their record will be one line above the Your Entry Would Be Here line.

P-Type— All non-residents are local use only, we no longer use the systemwide nonresident ptypes. If you need another p-type, the NR System Wide p-type is available for each library. Contact Sheryl to discuss your local needs.

Pcode4— Non-residents, if you don’t have non-resident local townships listed, use the generic non-resident code (437).

MeLcat/RIDES:

New Libraries— New libraries joined in September and came on board in October. Six more libraries recently joined. There are three libraries in Lakeland that do not participate with MeL: Ionia, Jenison and White Lake. If any of these libraries would like to join, please contact Sheryl.

RIDES— When sending items through RIDES, they need to fit into a RIDES tote. If you send a box, it too has to be small enough to fill only half of a RIDES tote. The driver will leave it if the box is too big. If it fills half of a LLC blue tote, it will fit into a RIDES tote.

MeLcat Reports— Everybody who participates with MeL should be running the INN Reach reports: Paged Too Long, Returned Too Long, Requested Too Long, Institutional Overdues. As a borrowing library, the owning library can bill for materials not returned. Anything gone longer than 6 months, cannot be billed for. As a borrowing library, you can go to the MCLS website and place a request for a RIDES search by filling out the form. Follow up with the ticket number with Melcat Help. You may be able to work with the owning library over the price to get it down from \$100.00. Call the library if you get no response from email contact. Their contact person may no longer be there.

IMPORTANT NOTE: FOLLOWING THE MEETING, MCLS DISTRIBUTED UPDATED GUIDELINES FOR SHIPPING OF MATERIALS THROUGH RIDES. VISIT THE MCLS WEBSITE FOR A COPY.

Updates and Reminders:

Files on Create List— If you are done with the list you generated, empty and delete it. We are at the maximum number of files with the maximum number of items. We are at the cap and cannot add anymore.

Announcements:

Muskegon Area District Library has a new Director, Kelly Richards.

Henika District Library has a new Director, Elysha Cloyd.

Crockery Township is now a part of the Spring Lake District Library service area.

Tallmadge Township is part of Allendale Township Library service area.

Determine locations for 2015 meetings:

March 25, 2015 @ 1:30 p.m.— Grant Area District Library (NG)

May 27, 2015 @ 1:30 p.m.— Alvah N. Belding Memorial Library (IB)

July 22, 2015 @ 1:30 p.m.— Wyoming Branch Library (KDL)

September 23, 2015 @ 1:30 p.m.— Loutit District Library (OL)

December 2, 2015 @ 1:30 p.m.— Muskegon Area District Library Head Quarters (UM)