

Circulation Committee

18 September 2012
Greenwood Public Library, 10.00 a.m.

Voting Members Present:

Judi Terpening, Switzerland Public Library
Karen Jewel, Greenwood Public Library
Virginia Jensen, Mooresville Public Library
Shawn Heaton, Alexandria-Monroe Public Library
Barbara Bonney, Jay County Public Library
Vanessa Martin, Greensburg Public Library
Virginia Hilbert, Hussey-Mayfield Memorial Public Library
Sandy Rowland, Westfield Washington Public Library
Jamie Tyner, Linton Public Library
Jennifer McKinley, Morgan County Public Library
Brandy Graves, Shelby County Public Library

Voting Members Absent:

Teresa Hudson, Culver-Union Township Public Library
April Gross, Fulton County Public Library

Non-Voting Members Present:

Shauna Borger, Indiana State Library
Adam Bowling, Indiana State Library
Megan Maurer, Indiana State Library

- I. **Call Meeting to Order** 10.05 a.m.
- II. **Approval of Agenda** (Heaton / McKinley)
- III. **Approval of the Minutes from July 19, 2012** (Terpening / Graves)
- IV. **Indiana State Library Reports**
 - a. **Upgrade**
 - i. **New Features Webinar** (Shauna Borger)
 1. **OPAC redesign** – The All Formats drop down menu was changed to the more user-friendly terms of the previous version.
 2. **Autosuggest**

3. **Print / e.mail / text options for search results** – Patrons can print, e.mail, and text their search results.
4. **Bookbags** – Bookbags has been changed to Lists; patrons can add items to a list and then later place holds on them. Libraries can use these Lists to showcase items in their collections.
5. **My Account** – Under the Account Summary tab, patrons can change their notification preferences, eg. e.mail, phone, mobile carrier. For patrons who say they are not getting phone messages, Adam suggested that staff tell them that messages are repeated four times. If a patron has an answering machine or voice mail, the message will activate as soon as the connection is made. If the patron listens long enough, he will hear the message repeated.
6. **Holds tab**– When placing a hold, the patron can select his preferred notification options, such as e.mail, phone, or text.
7. **Account Preferences tab** – Under this tab, the patron has the option to select the number of hits per page, his preferred search location (eg. the library he prefers to search), and his pickup location (eg. the library where he would like to pickup his items). He may also keep a history of everything he checks out (beginning on the date he turns on the feature), and also a history of everything he puts on hold. These options may also be changed under the User Settings on the staff side.
8. **Placing holds on age-protected items** – a patron may place a hold on an age-protected item from another library. When they place a hold, a dialogue box informs them that “Problem: All copies are temporarily unavailable at your pickup library. Placing this hold could result in longer wait times.” The patron may have to wait six months or longer.

9. View recent staff catalogue searches

10. Required patron registration fields – The patron’s birthdate is now required on the patron’s account. An additional feature is the option to mark a phone or e.mail address invalid. When the Invalidate button has been pressed, the e.mail address will disappear. When the account is saved, the patron’s name will be outlined in blue and the following message appears: “Patron had an invalid e.mail address.” followed by the old, invalid address. Note: The patron’s item due dates have been factored into the patron’s account expiration date. This way no items will be due after the patron’s account has expired.

11. Local administration

- a. Copy location / Copy locations editor** - Staff may now group items under a category. When a patron performs a search for one of these items, such as a DVD, the OPAC will display it under the specific Location Group, such as For Kids.
 - b. Statistical category editor** – This feature is good for running reports on items or patrons, and can be set to be required.
 - c. Configure toolbars** – Mike is looking into Shelving Locations so that we can filter by Fiction, Non-Fiction, Adult, Juvenile, etc.
- b. Payment pilot** – This is currently a work in progress. Money that is accidentally taken for another library can be deposited into the pass through fund. The library should keep track of the error and note that the money is owed elsewhere. A feature of the payment option is the ability for the patron to pay by credit card through My Account.

V. Old Business

- a. Bookmobile working group** – The first meeting of this group will probably be rolled into one of the Circulation Committee meetings, with February 2013 as the suggested date. Any library with a bookmobile is encouraged to attend.
- b. Minimum patron information** – The patron’s birthdate is now required on the account, which should identification much easier.
- c. Adding patron photos to patron database** – This feature will probably never be available because of the huge storage issue photographs would cause to database performance.
- d. E.mailing checkout receipts** – This feature is probably not possible because of development issues. The checkout slips and e.mail notices should be sufficient.

VI. New Business

- a. Markup sheet for items that have been damaged** – This document would show that an item was damaged before it was transited and would protect both patron and libraries. Some other solutions mentioned included an “item damaged” stamp to be used by the owning library; posted notes outlining the damage details, dated and initialed by staff; and notes added to item attributes that would pop up when the item is scanned.
- b. New members announced and introduced, and election of officers** – Seven new people joined the Committee this month. A motion to accept the new members was made by Judi Terpening and seconded by Karen Jewel. The motion carried.
 - i.** Barbara Bonney, Jay County Public Library
 - ii.** Vanessa Martin, Greensburg Public Library
 - iii.** Virginia Hilbert, Hussey-Mayfield Memorial Public Library
 - iv.** Sandy Rowland, Westfield Washington Public Library
 - v.** Jamie Tyner, Linton Public Library
 - vi.** Jennifer McKinley, Morgan County Public Library
 - vii.** Brandy Graves, Shelby County Public Library

Officers for the next year were elected, with a motion made by Sandy Rowland and seconded by Brandy Graves. The motion carried.

viii. Judi Terpening, Chair

ix. Vanessa Martin, Vice-Chair

x. Shawn Heaton, Secretary

c. **Claims never checked out setting – Turn on request** – Would this function be useful or necessary? Perhaps a few libraries could turn it on and test it. What happens to the items when this is used? Is there a cap on the number of times it can be used (per patron) as with the Claims Returned? The Executive Committee would have to approve turning this function on.

d. **Policy questions from a member library**

i. **Can we require that patrons pay all fines before renewing a card?** The general consensus is to allow this issue to be decided by local policy.

ii. **Phone in renewals – what information is required from the patron?** The patron barcode and perhaps the address or birthdate if further verification is needed. The individual phoning may renew items on his account, but not on anyone else's account (such as a spouse). The same policy applies to checking out items at the library: library cards are non-transferrable. In other words, you may not use someone else's card. A parent, however, may renew items on a (minor) child's card. Perhaps a forum for answering FAQs could be created in a circulation tip.

VII. Announcements

a. **Migrating libraries** – Westville-New Durham Township Public Library, Peabody Public Library, and Peru Public Library.

b. **Next meeting is at the Greenwood Public Library on Thursday, 13 December, at 10.00 a.m.**

VIII. Motion to Adjourn (Graves / Martin)