

Patron Services Committee Meeting

Minutes

August 20, 2024, 1 p.m. CT/2 p.m. ET

Online Meeting

Voting Members Present:

- Debbie Barr, Lebanon Public Library
- Kathy Bowen, Thorntown Public Library
- Vickie Fleischauer, South Whitley Community Public Library
- Cassie Jones, Morgan County Public Library
- Emily Matthys Bennett, Oxford Public Library
- Jess McAlister, Jefferson County Public Library
- Misty Morse, Clinton Public Library
- Robert Neuenschwander, Warren Public Library
- Nick Philip, Plainfield-Guilford Twp Public Library
- Kim Riley, Sheridan Public Library

Non-voting Members Present:

- Courtney Brown, Indiana State Library
- Britta Dorsey, Indiana State Library

Guests Present:

- Lynette Barnett, Kendallville Public Library
- Jayanne Rumble, Montezuma Public Library

1. Call Meeting to Order - Meeting called to order at 2:01PM(ET) by Jess McAlister, Chair
2. Approval of Agenda - Motion: Nick Philip, Second: Emily Matthys Bennett, Motion passed.
3. Approval of the Minutes from June 18, 2024 - Motion: Emily Matthys Bennett, Second: Misty Morse, Motion passed.
4. Indiana State Library Report

Courtney shared information about new member libraries: Owensville will launch as the 131st Evergreen Indiana library. Jasonville is re-barcoding their collection. There is no timeline for their launch yet. Edinburgh and Ohio County have been approved.

Regional User groups are coming up and will cover the 3.13 upgrade, Aspen, roundtable - this is worth 2 LEUs.

Britta has been side loading e-collections onto Aspen upon request from libraries. If libraries are interested in this, please contact via a helpdesk ticket.

The 3.13 upgrade is November 23. New Features webinars have been scheduled. The State Library Strategic Plan process is underway. Surveys will be launched in September.

Reminder that SRCS is being retired. September 1 is the last day to request items. As of September 30 there will be no access to the dashboard. INShare - it is free to borrow. To lend, you must have a subscription to WorldShare Interlibrary Loan.

5. Training Report - Britta shared the "Welcome to Evergreen Indiana" course has been updated and released. Circulation webinars have been separated into more subject focused offerings, i.e. "Patron Management", "Circulating Materials", "Holds", etc. Local Admin and Cat1 refreshers have been scheduled. Updates are in-process for BetterDocs documentation. A procedure page has been created and linked on the Aspen.org webpage. A Reports Template Cleanup project is underway in preparation for the 3.13 upgrade. The Updated Permissions workbook has been linked to the .org website.

VI. Unfinished Business

1. Circulation Procedure Guide (updates) - Britta shared updates with members of the committee. Items were discussed and amended as needed. Motion: Nick Philip, Second: Misty Morse, Motion passed.
2. Exceptions to allow for duplicate accounts (Adult Clean Slate procedure) - Language reading "Communication between the affected libraries must be established prior to the creation of a duplicate account." was added. Motion: Emily Matthys Bennett, Second: Nick Philip, Motion passed.

VII. New Business

1. Overdue Notices language - Courtney shared that it has been brought to her attention that the current language on overdue notices doesn't reflect actual procedures. She suggested changing it to the current first sentence only - "Please return the above items as soon as possible to avoid additional fines and fees." Adding "Contact your library for more information." Motion: Vickie Fleischauer, Second: Kim Riley, Motion passed.
2. Circulation Procedures Guide - "New" circulation matrix procedures - The suggestion for the workflow for creating and approving a new circulation modifier for the matrix

is: Patron Services Committee>Cataloging Committee (discussion & weigh-in of options)>Patron Services (if necessary)>Executive Committee. This will be added to the Procedures Guide and then approved once that takes place.

3. Parameters on renewals (affected by new setting) - Tabled until there is a problem that needs to be addressed (monitor help desk tickets)
4. Policy update - driver's license number - The Admin office has recommended not putting driver's license numbers in patron records (privacy issue). Tabled pending Courtney reaching out to the State Library's legal counsel and the collections vendor.

VIII. Public Comments - None

IX. Announcements

Next meeting: October 15, 2024 via Zoom, 1 p.m. CT/2 p.m. ET

XI. Adjournment - 3:18 ET/4:18 CT

Motioned: Nick Philip, Second : Vickie Fleischauer. Motion passed.