Patron Services Committee

17 September 2013
Greenwood Public Library, 10:00 a.m.

Voting Members Present:

Jennifer McKinley, Morgan County Public Library

Vanessa Martin, Greensburg-Decatur County Public Library

Sandy Rowland, Westfield-Washington Public Library

Karen Jewell, Greenwood Public Library

Walter Warren, Vermillion County Public Library

Virginia Jensen, Mooresville Public Library

Virgie Dowell, Jefferson County Public Library – Madison

Judi Terpening, Switzerland County Public Library

Brandy Graves, Shelby County Public Library

Virginia Hilbert, Hussey-Mayfield Memorial Public Library

Laura Hull, Peabody Public Library

Voting Members Absent

Laura Jones, Culver-Union Township Public Library

Non-Voting Members Present:

Anna Goben, Indiana State Library

Margi Bontrager, Greentown Public Library

Christina Hime, Jackson County Public Library

I. **Call Meeting to Order**   10:00 a.m.

II. **Approval of Agenda**   (Terpening / Graves)

III. **Approval of the Minutes from 18 June 2013** as Amended to show that Judi Terpening was present via conference call   (McKinley / Jensen)

IV. **Indiana State Library Reports**

    a. Collection Notices updated to include accurate bills. Forward notices needing edited to Anna.

    b. Online Renewals are not yet set to the Circulating Library; this should take happen with 2.4.

    c. LISTSRV participation has fallen off

    d. Mobile OPAC went live last week, the second week of September

    e. Payment Pilot will begin November 1, 2013 with Webinar training October 14th-25th. Frontline Staff will take in all payments; accounting staff will do the sorting out.

    f. Upgrade 2.4 is scheduled for December 13-15, 2013. Testing begins September 18the and ends October 31. Responses should be turned in by the end of October.

    g. Paid / Lost template is available (Jason Boyer). (Bills that have been paid but your library has not yet received the money.)

V. **Old Business**

a. **Fall Round table**

    i. Fall Roundtable Webinar: tentatively scheduled for October 29th at 10:00 a.m.

    ii. The first hour will be a presentation on Patron Management followed by an hour of open discussion of the issues hosted by Shauna Borger, Indiana State Library and Virginia Hilbert, Hussey-Mayfield Memorial Public Library, Zionsville.

b. **Staff Permissions Audit**

    i. The permissions audit is not completed. Look into permissions that aren't much used to determine if they should be tiered to eliminate confusions of "well they let me last time". Tiered Circ logins require a manager override. (The libraries represented at this meeting the Circ1 login.)

    ii. In order to present a recommendation of best practices of assigned Staff Profiles for the Spring Conference, this committee will be prepared to discuss general guidelines for Circ Staff permissions at the December meeting.

    iii. Committee members are asked to work with the testing phase of the 2.4 upgrade. Up to 3 levels of Circ Logins are available in the new training interface.

    iv. Re-developing advanced Circ classes is also on Anna's agenda.

c. **Collection Notice Letters**

    i. Wording has been updated as well as corrections to the amount due.

    ii. Question: does owning Library (not circulating) get the LOST NOTICE?

    iii. The first 2 notices (14 & 28 day) should be printed and mailed by the circulation library.

    iv. The last 2 notices (45 & 60 day) should be going to the owning library.

d. **Uniform Phone Number Entry**

    i. Look for best practice on entering phone numbers into patron accounts. This is included in the testing documents for the 2.4 upgrade. Please have you findings for the December meeting.

VI. **New Business**

  a. **Policy Development and Updates**

    i. **Collections: Exempt**

      1. Libraries pursuing collections need to be aware of patrons with exemptions in order to proceed appropriately. Do libraries need to keep a list of exempt patrons? How best to display exempt status: Alert; Message; Note? Suggested change to the wording of the second paragraph, first sentence of the Exempt Patron Policy:

        Libraries 'should place an alert message' [instead of 'may place a note'] on patron accounts for whom extenuating circumstances would suggest alternate forms of recovery should be pursued.

      2. Motion to suggest wording change. (Graves, Hilbert)

    ii. **Staff Profiles**

      1. Motion approved. (McKinley, Rowland)

    iii. **Billing**

      1. Look at documentation and make recommendations. Email opinions to Anna prior to December meeting.

b. **Fall Development Survey Recommendations**
   i. Anna will have a new survey by the end of the week
      1. Taking suggestions for addition fields for manual billing types
   ii. Inventory Module possible in 2.6 build (2015)
c. **OPAC Enhancements RFP**
   i. Extras, except book jackets, will have fallen away by October 1st. A new three year contract is being written. Provide a list of features that are most needed/ used by patrons [such as lexile and reading levels, reviews, recommendations, summaries]
d. **Options for Automating Patron Management**
   i. Under law accounts not used for one year considered inactive.
   ii. Automatically delete accounts, with zero owed, after inactive one year.
   iii. A card would need to be used within the previous 12 months to avoid deletion.
   iv. Usage would need to include internet usage, e-books, Freegal.
   v. Inactivity would be tied to the account expiration date – this would require a policy re-write.
e. **Removing the Consortium Non-Cat Types for Paperback and Interlibrary Loan [ILL]**
   i. Different procedures are used by libraries consortium wide
   ii. ILL should remain the same, they should go through as pre-cat
f. **Default Non-Holdable Circulation Modifiers**
   i. Items that cannot be place on hold by non-residents for transit: kits, new books, special collections, etc. Anna is looking into drafting an addition to the circulation matrix policy and procedures.
   ii. If a non-resident requests a hold on a New Item and you are in the Staff Client at your library placing the hold – the system is allowing the hold to look like it was set on a resident's account – bypassing the 6 month wait for the non-resident.
g. **New Item Status Type: Display**
   i. The Catalog Committee suggested this new status type for short term displays. This does not change the shelving location. The Circulation Committee likes this new status type.
h. **Documentation Management**
   i. Policies and Procedures & Manual need to be cleaned-up and consolidated.
   ii. The information should be Web accessible and searchable.
   iii. This work will tie into documentation for 2.4. Help is needed.
i. **Residency Documentation (Jo Minnick)**
   i. There has been a patron complaint about needing to present multiple forms of documentation to prove residency.
   ii. How do other libraries handle hardship situations / homeless / transitional patrons without residential documentation? This issue will be addressed in 2014, adding new patron types.

VII. **Announcements**
   a. **Migrating Libraries:**
      i. Montpelier Harrison Township Public Library: November 5, 2013
      ii. Westville-New Durham Township Public Library: November 12, 2013 (not automated)

      b. Next Meeting: 10 am, December 17, 2013 at Greenwood Public Library

VIII.   **MOTION TO ADJOURN** (Graves, McKinley)

Respectfully submitted,

Laura Hull, Secretary