

**Metropolitan Library System
Circulation Forum
Del City
February 8, 2012
1:30pm-4:00pm**

Present – Julie Ballou (NW), Cheryl Mann (CC), Denise Ryan (BUS), Patty Ortiz (SO), Emmy Verdin-Crowe (MC), Crystal Easley (DC), Sally Phillips (SO), Mark Marshall (VI), Janeal Walker (NW), Jeremy Titsworth (NW), Sheila Fixel (DC), Aleisha Phillips (NW), Erin Young (NW), Jo Nita White (HR), Macey Hernandez (BE), Janet Bowen (BE), Gloria Melcher (CH), Tindle Arnold (CT), Joshua Lynch (NW), Jef Fredericks (ED), David Calhoun (BI), Jessica Morris (DN), Stephen Go (NW), Nancy Slusar (WA), Leondrea Gates (MC), Shanelle Jackson (DN), Adrienne Nolan (DN), Sharon Thompson (DN), Jevon Doolin (NW)

Guests – Stacy Shrank (Employee Development Coordinator), Tera McAmis (DC Manager of Library Operations/ DN Library Event Coordinator)

Julie Ballou called the meeting to order at 1:30pm. The minutes were prepared by Emmy Verdin-Crowe.

Welcome

Julie Ballou welcomed everyone to Circ Forum, thanked DC for hosting and Patty Ortiz for bringing refreshments. She asked all clerks present to introduce themselves.

V-Circ Proposal Update

Tech Group has accepted the revised proposal and Jimmy Welch is working on a prototype. Manager's Comment box did not get approved. V-Circ will open to the message page similar to the *Stops* pop-up box for notification.

Reciprocal Cards

Cheryl Mann addressed the Forum on the reciprocal card agreement that exists between Pioneer System and MLS. Clerks received a copy of the Reciprocal Procedures and the Pioneer eligibility requirements (AL 200 Eligibility). A customer qualifies for an MLS reciprocal card if they qualify for a Pioneer card but they must still show two forms of ID which includes proof of address. Customers may use their Pioneer card to prove eligibility or may prove eligibility by proof of address, pay stub, work ID, school ID, etc. A parent/guardian who qualifies for a reciprocal card under these conditions would also qualify any immediate family for a library card. Minors who attend school in the Pioneer service area also qualify their immediate family. However, college and university students who qualify under these conditions would only qualify for themselves. Cheryl asked that clerks make note on applications indicating that an applicant is eligible under the Pioneer agreement.

Address Confidentiality Program

Cheryl Mann provided a copy of the ACP Guidelines. Cheryl reminded clerks that the program is protected by state law and that despite the frequent use of aliases by individuals in the program, the name on the application must match the name on the ACP card. She also asked that clerks write the expiration date of ACP card on library card application. Clerk suggested we consider putting a 4 year expiration date on all library cards similar to the expiration timeframe for ACP cards. Cheryl explained the difficulties associated with that and Julie mentioned that we probably don't process enough of these cards to warrant the change.

Library Event Coordinator

Julie Ballou explained the new Library Events Coordinator position. She introduced Tera McAmis who will be the new Library Events Coordinator for the DN library. The LEC will get ideas and feedback from the rest of the library staff. They will oversee purchasing program supplies, room planning, requesting program posters, and room set-up. This position will help create more time for Librarians to interact with customers and if the librarian is the presenter for the program it will create more time for them to focus on their program content. One of the goals for this position is that there will be a more balanced quality of programming for all ages. Clerk asked if all libraries would eventually have a LEC. Julie said that there are no plans at the moment and that this is a pilot program at NW and DN.

Circ Forum Email Suggestions

1. Reminder to clerks to NOT Temp Loan, Withdraw, code Damaged or place another library's materials on one's own *Damaged* shelf. In the event that a customer brings in and pays for a damaged book at a library that is not the owning library, some clerks send an inquiry slip with a note to the owning library as a courtesy. This will allow the owning library the opportunity to decide whether to re-order the item or not.
2. Reminder to clerks to use the Scanning Wand when possible for inventory purposes. It also helps with the Tracer List.
3. Request to add the words 'Middle initial' to library card applications. Many customers do not add their middle name initial, instead they write their full name initials.
4. Request that clerks be mindful of messages written on routing slips between libraries. Please keep messages tactful and diplomatic.
5. Request was made that clerks make an effort to ask customers for missing CD guides when they receive a CD with no sticker stating that the guide is missing or if they could send the customer's card number with the CD so that the owning library could mail them something. Julie reminded clerks that customers cannot be charged for missing Guide or Case. After discussion Julie said she would bring this topic to the Manager's Meeting.
6. Clerk asked if Inquiry slips can be formatted to differentiate when a material is Withdrawn because of Damage vs. Withdrawn for inventory purposes. Clerk thought this may help Librarians keep track of those items they may want to re-order. Julie suggested that this is probably a Tech Suggestion, but that she would bring it up at the Manager's meeting. She said the Clerk could also discuss it with their manager and coworkers as there may be a preference for an in-house procedure instead.

BREAK

Teamwork & Communication

Stacy Shrank presented an activity to help facilitate discussion on Teamwork & Communication. Clerks were divided into groups of 4 and asked to write out instructions on how to make a peanut butter & jelly sandwich. The purpose of the activity was to demonstrate the need for detailed and specific information in communication. After the activity, Stacy led a discussion about communication. Clerks' suggestions for improving communication included the use of bulletin boards, e-mail, a desk schedule, notes left on area where deposit will be worked on every morning, and notes left on projects that are in progress. Clerks agreed that it is always a good idea to talk to co-worker about an issue before bringing it up to manager. Clerks emphasized the importance of each person re-stating their perception of an issue when trying to solve disagreements between co-workers. When having to give directions to fellow co-workers Julie suggested making an effort to try other communication styles if there are problems with communication.

Meeting Adjourned

Julie thanked everyone for being present and DC for hosting the February Forum. The Meeting adjourned at 4:00pm