

Circulation Forum
Midwest City Library
November 4th, 2009

Attending: Julie Ballou, Jamar Rahming, Ann Aliotta, Cheryl Mann, Betty Scott, Regina Fields-BE, Jerry O'Hare-BE, Regina Wolfinger-BI, Jonathan Tolle-CH, Kevin Sendall-CT, Sheila Fixel-DC, Laura Tallant-DN, Donna Adamek-ED, Vickie Ross-ED, Joan Kendall-ED, Crystal Suppes-MC, Emmy Verdin-MC, Shirley Henderson-MC, LaWana Morgan-RE, Patricia Rivas-SO, Susan Stinson-SO, Lisa Myers-VI, Mark Marshall-VI, Mary Lynn Stephens-WA, JoNita White-HR, Angie Paeltz-HR

Guest: Stuart Williamson

Meeting called to order at 1:30p.m., by Julie Ballou, Manager of Library Operations, DN.

I. Introductions – Julie Ballou

Julie welcomed everyone and had them to introduce themselves, their location and the reason for attending the forum. Circulation Surveys were distributed for everyone to complete and turn in later. Julie briefly elucidated on the goals of the forum:

- Improve consistency of policy and procedural adherence amongst MLS locations.
- To provide a system-wide venue of communication for circulation clerks.
- Platform for sharing ideas.
- To put circulation clerks in position to where they can hear information first-hand.

Julie established the ground rules for the forum:

- Do not use examples that identify a particular person or location.
- Everyone participates.
- Ask questions.
- Have fun!

II. Ice Breaker – Lisa Myer, VI

Lisa conducted and moderated a brief icebreaker where everyone formed two parallel lines while Lisa posed questions that helped everyone get to know one another. Common responses resulted in participants taking a step back simultaneously. The object of the ice breaker was to determine commonalities and differences among the group.

III. Delivery Routes – Stuart Williamson, PLA

Stuart expatiated on the new black bins and changes in delivery services. He indicated that delivery routes will increase from two to three. A Saturday route will be added to all regional libraries. Several of the clerks inquired about the procedures for damaged items under this new operation. Stuart indicated that he would pass this inquiry along and touch base with everyone as soon he finds out what the new procedure is.

IV. Library Card Applications – Cheryl Mann, CC

Cheryl passed out a packet of scenarios that required the clerks to determine the type of type of library card that corresponded with the library card application scenario. Everyone broke up into small groups to work through the questions. Cheryl led a discussion of the various scenarios

clarifying which type of library card was the correct choice. There was a lively discussion and many questions followed. Cheryl also handed out the MLS Policy for Library cards.

V. Checks – Betty Scott, BUS

A. Betty advised participants that policies for checks are on the intranet. She presented the groups with mock checks and solicited input as to determining errors on the checks. The mock checks highlighted several common errors such as lack of staff initials, incomplete contact information, and failing to provide the customer's library card number on the check.

B. Betty also reviewed MLS' policies for bounced checks. Things to remember for bounced checks:

- Send all payments for bounced checks directly to Betty
- Do not put the check in the cash drawer nor input into system.
- Customer's record does not reflect delinquent check writing for two weeks.
- MLS does not assess a fee for bad checks.
- Abeyance of library card privileges until bad check is covered.
- Statute of Limitation rule does not apply. Betty has checks that are over 10 years old.
- Parties presenting bad checks for room renting will no longer be able to secure a room in the future until the bad check is rectified.
- Child cards are suspended if parent elects to cover fines with a hot check.

VI. Open Discussion

Participants addressed the issue of re-checking out library items to customers who have exhausted loan periods rather than having to place a reserve on the item. A variety of suggestions were made. A couple of suggestions were to perhaps extend the loan period to 8 weeks and to have something added to library receipts and cybermars to show the last possible renewal date. Julie agreed to take the forum's suggestions to the next manager's meeting.

VII. Circulation Surveys were collected.

Meeting adjourned at 4:20 p.m.