

**Metropolitan Library System
Circulation Forum
Ralph Ellison Library
May 5, 2010
1:30 pm**

Present: Jessica Minter (WA), Rena Gibson (RE), Ann Aliotta (ED), Patty Widhalm (ED), Ron Harrison (DN), Jean Wilburn (BI), Andrew Tolly (SO), Gloria DeLeon (CH), Lisa Myers (VI), Jo Nita White (HR), Ahad Marand (ED), Doyle Wilcox (ED), Van Bielstein (VI), Mary Sholly (DN), Sheila Fixel (DC), Cheryl Mann (CC), Shirley Henderson (MC), Dianna L. Rupp (BE), Kim Wade (BE), Jamar O. Rahming, Kevin Sendall (CT), Julie Ballou (DN), Betty Scott (BO).

Guest: Lisa Wood (OUT)

Meeting called to order at 1:30 p.m. by Julie Ballou, Manager of Library Operations, DN and Chairman of the Circulation Forum. Julie passed out a survey.

- I. **Ground Rules** – Lisa Myers welcomed the group, went over the ground rules and identified 4 goals for the Circulation forum: consistency, communication, opportunities to share and receive first hand news.

II. **Summer Reading -Lisa Wood, Children Coordinator from Outreach—**

Lisa Wood presented an overview of the Summer Reading program emphasizing the essential role the clerks played as the frontline people. Lisa, Emily and Stacy are finishing up a video for this summer's staff training which will be available for everyone to view. Libraries should expect a visit from Lisa and Emily with Spoticus that first week. If anyone has questions or needs concerning Summer Reading, they should call her or Emily. She said. "Summer Reading is our life for the next months and we are here to help you".

In the discussion that followed, Lisa Myers said she likes exposing office personnel to the realities of summer reading by having them volunteer for an hour during the first week. She thinks it is an eye-opening experience. This has been done in the past and may be offered again this year.

Julie Ballou suggested that each library might take pictures of how they have decorated their library for Summer Reading so they could be shared in Shelflife.

III. **Self-Serve Reserves-Michael Owens (RE Manager) and Rena Gibson (RE Clerk)**

Rena gave the group a tour of RE's self service reserve area and explained that ILL books are still held behind the desk. When the program started, she liked to walk customers over to the area and show them how to find their reserves and how to use the self check-out station that was located nearby. Now most do it by themselves. The self check-out station will not check out books to anyone except the card owner who placed the reserve. The clerks watch to prevent browsing in that area--although books all have reserve stickers on them, some still get picked up other customers. The circulation desk computer will check out these books to anyone who picks them up so clerks have to watch for matching name/numbers. If a book is accidentally checked out or in, it is a real hassle to locate the original requester. Clerks must match the first four letters of last name to the last four numbers of a card and that can take some time. One of the best ways is to hope the customer has more than one reserve and then do an item number on the other reserve.

RE has not had any complaints or problems about privacy issues. Many people from other libraries are concerned about this especially if their whole name is only 4 letters. Kevin Sendall said it would not be hard in a small community to figure out who was reserving what even if he wasn't a circulation clerk. Two excellent suggestions were made to help with a serious privacy issue: 1. Reserve sensitive material on the library's card and then hold it with the ILLs. 2. Change the pickup location to a different library.

IV. **Support from Denyvetta Davis**

Denyvetta Davis wants clerks to know that if clerks make their best effort to resolve a customer concern or problem and their behavior and customer service interactions are good, she will support them in their decision.

V. **Damaged Items – Cheryl Mann**

IT runs this list every Thursday, and gives it to Cheryl. Cheryl is rarely asked about it, but is happy to help anyone that needs information. Usually clerks follow proper procedure and run an item inquiry on material before placing it on their damaged book shelf. Cheryl's damaged list is a

backup procedure that allows her to locate the damaged item if given an item number and date. Damaged items should be kept for 6 months unless the item is toxic. If toxic, some libraries take a picture of it before discarding so they have some documentation of the damage. Only the owning library should code an item damaged.

VI. Changes to VCIRC – handout

A handout showed the new functions that are being added to the finance/pay screen. The new Vcir calculates the change that staff gives customer. If clerks hit Enter before hitting Apply they then can see the amount of change they need to give the customer and judge for themselves if there is enough change to handle the transaction. The Cash Deposit Committee spearheaded by Denyveta is working with Jimmy to clear up the “reason unknown” problems on cash deposits sent to the Business Office. Clerks will enter transactions (both money due and denomination given them) before hitting apply. The new receipt will show the amount due; cash tendered and amount of change expected. This new ILS addition will come soon. Stacy is working on training. Cheryl Mann explained some of the ins and outs of handling mailed in checks that will hopefully be covered in the training. Cheryl Mann shared some of her experiences with the new system.

VII. Prepaid Account

If a customer needs a replacement card without having the one dollar charge, clerks may post \$1.00 to the prepaid account. After one dollar the \$1.00 button on the screen will be grayed out and no more charges will be allowed. This will not affect the Clerks ability to post “lost disc” charges to the prepaid account.

VIII. Discussions.

Job Searches on Public Computers

DN offers computer time in their lab every week for job searches and assistance with resumes. There is a need for night classes in some libraries. Wouldn't it be great if the system could offer a mobile job search computer lab that could visit various libraries? Julie thought that this would be a program that could possibly be handled by outreach, possibly with a grant. Another helpful idea to deal with heavily used computers was having color codes for sign-ups i.e. red would mean 2nd time users can't sign up. The ten minute rule is so hard to explain. Cheryl offered to discuss with Jimmy.

Scanners

Ahad wants to have a scanner available at one of the libraries as customers ask for that service. Julie said she tells a customer that wants her to buy a laminator where he can get laminating services. Everyone agreed that scanners can be sensitive and might be a maintenance issue. Julie also thought that laminating or scanning services do not fit into our mission as a library. She thinks scanners may not be an appropriate library service, but applauded Ahad's knowledge to refer his customers to UCO.

Black Bins

Many lost items are being found at the bottom of the black bins. Please check them.

606 numbers-What office numbers can be given out to the public?

This question originated at one of the earlier Circulation Forums and several people worked on it. The result is a new expanded “Contact Us” list on our web page. Any of those numbers can be given out to the public.

RFID unintentionally scanning items

This discussion indicated that this happens frequently:

- Block scanner counter—not always successful
- Have Tim at CH or your tech explain process to repeated offenders
- Educate your customers
- Barriers and signage doesn't help
- Mark scanner groove with a red pen marker
- Explain consequences i.e. damaged items might be accidentally charge to them

Names and Birthdates on Card Application

Card names should reflect names on ID, but clerks may abbreviate first or middle name. For example: Drivers license is William Thomas and application is W. Thomas.

Use criteria on back of application for appropriate ID—Mission Shelter Cards are not accepted.
Do not put birthdates in unless applicant filled in that area.

Permanent Tracers

Staff needs to search shelves before placing temporary tracer. Temporary tracers should be tried before permanent ones. Ask your manager who at your branch is authorized to place permanent tracers. The system is concerned about the quantity of permanent tracers.

Meeting adjourned at 4:05 –Please share info with your co-workers.