

**Metropolitan Library System
Circulation Forum
Village Library
November 3, 2010
1:30 pm**

Present – Julie Ballou (DN), Betty Scott (BUS), Lisa Myers (VI), Cheryl Mann (CC), Barbara Beasley (WA), Ann Aliotta (ED), Patty Rivas (SO), Regina Fields (BE), Nancy Slusar (BI), Kevin Sendall (CT), JoNita White (HR), Dee McDaniel (HR), Jonathan Tolle (CH), Patty Widhalm (ED), Donna Adamek (ED), Shahin Asghari (ED), Tory Gray (DN), Lori Mullooly (WA), Jessica Morris (DN), Mark Marshall (VI), Maegyn Doyle (WA), Deborah Montgomery (SO)

Meeting was called to order at 1:30 p.m. by Julie Ballou, Chair of the Circulation Forum Committee.

Welcome—Lisa Myers, Circulation Clerk at The Village, welcomed the group to the Forum. She led the group in an activity to get to know the person sitting next to them.

Library Card Applications Activity—Cheryl Mann, Circulation Control, facilitated an activity for the group. She handed out sheets of blank V-Circ application screenshots along with some completed application forms. Participants worked in groups of two to enter the information on the form just as they would in V-Circ. Cheryl went around the room answering questions and providing feedback. She reminded everyone that reciprocal cards are issued to customers who are eligible for a Pioneer card according to the Pioneer Library System policies. Their policy states that any individual owning property, working, attending school, or living in Cleveland, McClain, or Pottawatomie Counties is eligible for a card. If a child attends school in their service area, the whole family qualifies for a card. Cheryl said that for MLS, a Pioneer card is not required for a reciprocal card, but can be taken as proof of eligibility. Cheryl told everyone that their Circulation Policy is on their website. She provided some tips of how to handle situations in which a person's name or address doesn't fit in the allotted space in V-Circ. She also explained the V-Circ software adds the "th" to numbered streets and the "St" for street names to save staff the time of typing them in. She asked that on school cards to include a note on the form to indicate the school attended.

School Based Cards for Teachers—the group reviewed and discussed the proposed changes to the procedures for school based cards for teachers. It was suggested that the words "on school letterhead" should be added in the procedure referring to the affidavit. It was also suggested that the descriptive paragraph on the Teacher Verification Form be updated to take out the words that refer to school based cards for children.

Review of Year One Circ Forum Topics

- **Damaged Items** – Barbara Beasley reviewed handling of missing items, damaged shelves, and local procedures for each. Most attending said that they were reluctant to charge a customer for a missing item if it was no longer available to give them after they paid for it so they usually just cleared it off of the card. Some, but not all, libraries send the form for missing parts as well as damaged items. Barbara provided handouts to the groups on "Proposed Procedure for Handling Audio Books with Missing CDs" and "Experimenting at Warr Acres." She had the group compare the procedures in both documents. The Warr Acres experiment is a procedure in which audios with missing parts are never coded damaged, but rather held on the problem audio shelf for a month. If missing parts are not returned they are checked in "found on shelf"

and the customer is charged for the replacement part. It was determined that this would be a change from what was discussed at the previous circulation forum and should be forwarded to the library manager's meeting for discussion.

- Check handling – Betty Scott praised the group for the improvement in handling checks. She said that since this was discussed at the forum a year ago, 99% of the check-handling errors that she saw previously have now been eliminated. She only offered one reminder: get a name and address on temporary checks.
- Credit card payments – Cheryl Mann reminded everyone to have customers with credit card problems contact the MLS phone number for credit card problems rather than calling their own credit card company or bank. MLS is charge \$25.00 each time a customer disputes a credit card charge through their bank or credit card company. Currently Anne Fischer, Jimmy Welch and Cheryl Mann are the only ones who can look up the customer's MLS credit card record. Customers can call 606-3849 between 8am and 4:30pm or the staff can call Circulation Control. If it is in the evenings or on a weekend someone in IT will take all the information and Anne, Jimmy, or Cheryl will get back to the customer.
- Maximum loan period expiration – Ann Aliotta reviewed the 42 day loan period that was discussed at the first circulation forum and at two library manager's meetings. She said that after much discussion it was decided that customers should not be allowed to check in a book and immediately check it back out after the loan period has expired. She reminded everyone of the reasoning behind the decision: to offer customers who browse the shelves and are not as computer savvy the opportunity to check out the item. Anne thought it was comforting to know that we all now had a consistent answer to this common question as well as something we can all tell customers who ask the reason why.

Difficult Customer Situations—Julie led the group in a brief discussion of some sample customer situations.

Cash Counting Spreadsheet—Jonathan Tolle used showed the group a cash counting spreadsheet that he developed and is using at Capitol Hill. He answered questions and offered to adapt the spreadsheet for other locations and send it to anyone who is interested. Several locations expressed interest.

The *circforum@metrolibrary.org* topics were postponed until the next meeting in February 2011.

Cheryl Mann reminded everyone that MLS circulation policies and procedures apply for library cards during school visits whether staff members are off-site or in the library.

The meeting adjourned at 4:20 p.m.