

**Metropolitan Library System
Circulation Forum
Edmond Library
March 3, 2011
1:30 pm**

Present – Julie Ballou (DN), Betty Scott (BUS), Cheryl Mann (CC), Ann Aliotta (ED), Patricia Ortiz (SO), JoNita White (HR), Maria Emmy Verdin (MC), Crystal Easley (DC), Adrienne Nolan (DN), Jean Wilburn (BI), Tindle Arnold (CT), Gloria Melchor (CH), Mary Sholly (DN), Katie Hatfield (MC), Julie Schofield (SO), Jonathan Tolle (CH), Shanelle Jackson (VI), Denesa Bennett (WA), Jef Fredericks (ED), Jennifer Adkisson (ED), Van R. Bielstein (VI), Laci Bowers (ED), Lois Cross (NP)

Guest – Kay Bauman (LO)

Meeting was called to order at 1:30 pm by Julie Ballou.

Welcome – Julie Ballou welcomed everyone.

Icebreaker – Ann Aliotta led a get acquainted activity.

Cash Deposit Committee Report and NW Library – Kay Bauman

- Guest Kay Bauman reported on the work of the Cash Deposit Committee. She described the changes involving improvements in procedures, training and software implemented by this committee since their 2006 inception as well as their recent proposal. She presented information about the existing method of measuring accuracy using the “12 unexplained errors in 12 months concept” as compared to an alternative approach to evaluating cash handling accuracy which is based on a percentage of the total deposit. The aim of this study is to provide a means of measuring the accuracy of our deposits that is equitable, fair and attainable by all the libraries. Since every mistake detracts from the level of customer service provided, a measurement of accuracy is necessary. In the next few months, an advisory committee will be formed to follow through on the results of the study.
- NW Library—Kay Bauman described some of the wonderful features of the new library. The library will be LEED (green) Certified, energy efficient and will include an automated check-in sorting system, a drive up book deposit, and many new customer service features.

Self-Checkout –

- Julie asked everyone to make note of comments from customers at their locations about any problems related to the self-checkout. At the next Circ Forum there will be a discussion to see if there are common questions that could be addressed.
- Betty Scott said that she is in the process of conducting her annual audits. This year the audit will include the Self-Checkout machines. It is not necessary for clerks to count number of coins in the machines as that is done by an electronic pulse. Betty will be checking the maintenance of the tubes, the money box, and the spare \$25.00 in change.

Did You Know? – Cheryl Mann

- Cheryl reported on the new procedures for handling missing parts of an audiovisual set. *Appendix A*
- Cheryl also presented some excellent informational facts with a “Did You Know?”

Appendix B

- Cheryl reviewed the requirements for the school based card for teachers. *Appendices C & D*
- Cheryl reviewed information about the Address Confidentiality Program. *Appendices E & F*
- Cheryl stated that we encourage children in kindergarten and older to get their own library card. Any younger child can get a library card if their parents request it. Customers may bring in a card that says “Baby’s First Library Card.” This is a keepsake and can be given back to the parent if the child is issued a library card. There is also a two-part card that says “Baby’s First Book.” The first book side can either be kept or photocopied and sent to Dana Morrow in Outreach and the child receives a gift book. The half of the card with reading tips should be kept by the parent.

Julie showed everyone samples of the Read to Me packets that are being distributed to new parents at local hospitals. The goal of this program is to get parents and children into libraries and to get a book into their home. These sample packets were provided by Outreach to show everyone the source of the Baby’s First Library Cards. A sample Read to Me packet was given to a representative from each library to take back and share with their coworkers.

Open Discussion

- Internet Use: A customer with problems on her card wanted to get a card for her 2 year old son. A clerk said children of all ages can be issued cards and parents may check out items on their children’s cards, but Internet privileges are not transferable.
- Pioneer Cards: Some libraries insist that customers show their Pioneer card before issuing a reciprocal card; others issue a reciprocal card if the person qualifies for standards required by the Pioneer System. Kay Bauman is going to check on the written agreement between the two systems. Presently, our present instructions say customers who qualify (even without actual card) may be issued a card.
- Long names: Our computer will only alphabetize up to 15 characters (this includes spaces) so clerks may need to scroll some to find the card of a customer with a long name.
- Cheryl Mann appreciates notes; i.e. a customer uses a nickname instead of first name on his driver’s license. It is difficult to find a customer’s card number, when their library card name does not match their driver’s license name. When a customer uses his/her middle name, some clerks record the initial of the first name before the middle name.
- It was suggested that a sentence be added to the Damaged/Missing Materials form saying that library will dispose of these materials after 6 months.

The wording will make it clear that the customer will still be financially responsible for the damaged item even though they will not be able to view the material after 6 months. Julie Ballou will take this suggestion to the manager’s meeting

Meeting was adjourned at 3:55

Appendix A

F 910 Fee Schedule

Adopted: 7/85; Revised: 9/86, 1/88, 4/92, 9/92, 1/93, 10/94, 7/99, 12/99, 8/00, 10/04, 08/08, 8/10

AM 110 Delinquent; Lost/Damaged

Lost or damaged materials

- cataloged book or magazine - ILS automatically gives the amount
- uncataloged paperback - \$3.00 per item
- audiovisual materials - replacement cost if lost or damaged due to carelessness or neglect
- audiovisual materials, one part of a set - \$7.00 per part if lost or damaged due to carelessness or neglect
- audiovisual materials, liner notes or guide – no charge

Procedures on how to handle a missing part of an audiovisual set.

When a customer returns audiovisual materials with a missing part, do not code the item damaged. This will cause the customer to receive a bill for the whole cost of the item and not just the \$7.00. You may call the customer to let them know the item is missing a part of the set or use the Damaged/Missing parts form on the Intranet to mail to the customer, but do not leave the item on the library card. If a Lost/Paid is done on the item, when the \$7.00 is taken, this causes a refund check to be processed for the customer if you received a replacement part and when the item is cleared if it is within six months from the time it was paid for.

When a customer returns audiovisual materials with a missing part and wants to pay for it then

1. Click on the Red "Financial" tab.
2. Click on the blue "Payments" tab.
3. Click on the black "Pay Other-Cash" or "Pay Other-Credit Card" sub tab.
4. Choose "805 Gifts and Lost Book Account" and the "Lost Materials".
5. An Explanation box will appear. In the "Explanation" box put in the disk # or state what part is missing, the item number of the material that the item is missing from, and the customer's library card number...
6. In the "Amount Paid" place the correct amount, \$7.00 per part (one missing part \$7.00, two missing parts \$14.00) and finish appropriately.
7. Clear the item off the customer's record by checking it in. Then temp loan it to the back room, or withdraw it, however your library handles materials with missing items.

Metropolitan Library System Circulation Desk Menu

File

Card Number: [] Customer Information: []

Next Cust ?

Customer Lookup Transactions Inventory Prepaid Reserves ILL

Checkout Checkin Financial

Payments Refunds Deposit Function Credit/Bank Card

Pay Fine Pay Partial Pay Lost Pay Damaged Pay Rebind

Pay Annual Fee Pay Prepaid Pay Other - Cash Pay Other - Credit Card Tab 9

Choose Account: 805 Gifts and Lost Book Account, 810 Prepaid Fine, 815 Fine Account, 820 Copy Fund

Choose Type: Lost Material, Damaged Material, Rebind Material, Gift

Explanation: Missing CD # 3 - Item # 12344321 - LC# 98766789

Amount Paid: 7.00 Cash Received: 7.00

Change Due: .00

Apply

Listen Copyright © 2011 Metropolitan Library System (Version: 4.46.0) Speak

71°F 3:16 PM

When audiovisual materials come in with missing parts and customer is no longer in the library when staff notices the missing part or if customer is paying for it at a later date

1. Put in the customer's library card number.
2. Click on the red "Prepaid" tab.
3. Click on the purple "Post Charge" tab.
4. Choose "805 Gifts and Lost Book Account" and the "Lost Materials".
5. An Explanation box will appear. In the "Explanation" box put in the disk #, or state what part is missing and the item number of the material that the item is missing from.
6. In the "Charge Amount" place the correct amount, \$7.00 per part (one missing part \$7.00, two missing parts \$14.00)
7. Hit Enter on your key board.
8. Clear the item off the customer's record by checking it in. Then temp loan it to the back room, or withdraw it, however your library handles materials with missing items.

The screenshot shows the 'Metropolitan Library System Circulation Desk Menu' window. At the top, there's a 'File' menu and a 'Next Cust' button. Below this, a 'Card Number' field is visible. To the right, 'Customer Information' includes fields for dates (09/30/10, 05/15/75, 06/09/99), 'CH/DN', 'Certified: A', 'Age?', 'Primary', 'Adult', and 'ENotify' (0). A 'Loan limit: 25' and 'Out: 5' are also shown. Below the customer info, there's a grid of tabs: 'Customer', 'Lookup', 'Transactions', 'Inventory', 'Checkout', 'Checkin', 'Financial', 'Prepaid' (highlighted in red), 'Reserves', and 'ILL'. Under the 'Prepaid' tab, there are sub-tabs: 'Prepaid Fine', 'Prepaid Partial', 'Prepaid Lost', 'Prepaid Damaged', 'Prepaid Rebind', 'Prepaid Annual Fee', 'View Account', 'Post Charge' (highlighted in purple), 'Remove Charge', and 'Prepaid Lost Found'. The 'Post Charge' sub-tab is active, showing a 'Choose Account' list with '805 Gifts and Lost Book Account' selected. A 'Choose Type' list shows 'Lost Material' selected. An 'Explanation' box contains the text 'Missing CD disk # 3 - item # 123445321'. Below this, 'Prepaid Balance' is set to '.00' and 'Charge Amount' is set to '7.00'. The bottom of the window shows a taskbar with a clock at 9:43 AM and a temperature of 44°F.

Now that it has been posted to the customer's prepaid account any staff at any library can tell the customer what is missing by going into the customer's "View Account" located under the red "Prepaid" tab. The customer has 60 days from the time it is charged to their Prepaid account to pay for the missing part, or they will lose their library privileges.

Alert!!!

Refunds will not be issued automatically as with an L/P found. The customer will have to request the refund when they are returning the missing part. Library staff needs to give the customer the refund if it is within the six months from the date they paid for the missing part.

Appendix B

A Request from a clerk- **Paper back reminder-**

When sending a paperback request to other libraries to look for, please include the type of paperback it is: Romance, SF, Western, etc. If you do not know what it is, please say so.

✿ **Procedures on how to handle a missing part of an audiovisual set** – Handout

Did You Know?

PO Boxes – Customers may use a PO Box for the primary address on the library card application but they also must show proof of eligibility to receive a Primary or Reciprocal library card. They cannot just show ID with the PO Box no matter how many IDs they have with it. If the customer is receiving an Annual Fee card it does not matter if you see another address besides the PO Box since they are paying for the card.

Oklahoma Address Confidentiality Program (ACP) – The exception of the PO Box rule- Handouts

1033 N Walker, Okla City, OK 73102 – Is the Address for Travelers Aid Society of OKC, No one lives there. Customers may use this as a Special Mail but MUST have another address (with proof) as their primary address.

Teacher School base Card- Handouts- As of November 2010- A letter from the customer's school principal or dean on the school letterhead or have the school principle/administrator sign an affidavit that is printed on the school letterhead verifying that the applicant teaches students at a school in the MLS service area.

Reciprocal/Pioneer library card- Any valid Identification that shows name and address of the customer is acceptable. A Pioneer Library System card is considered proper ID. But it is not necessary for a person to have a Pioneer card to qualify for a MLS reciprocal card.
AL 210 Library cards, AL 211.1 reciprocal procedures.

Age of Student to get card- Persons not yet in school or kindergarten are encouraged to borrow materials through another member of the family who hold a valid library card. However, persons not yet in school or kindergarten may be issued a card at the parent's or guardian's request.
AL 210 Library cards, AL 212 card signatures.

Baby's First Card- Packages to hand out- Some baby first cards have the words exchange for a library cards. Let the customer keep the first card so they may put it in the baby book. Cards that say Baby's First Book should be sent to Outreach.

Teacher School-Based Card

The customers may located the form on MLS web page <http://www.metrolibrary.org>

In the “Library Info” drop down menu

Click on “Library Cards”

Click on “Types of cards” which bring this up

School-Based Service:

Adults or children who do not qualify for primary or reciprocal service may be eligible for service based on the school they attend. Cards issued under this provision are valid for only one year and eligibility must be verified annually. School card service includes all MLS services except interlibrary loan. Customers eligible for school cards must attend or teach school in Oklahoma City or Oklahoma County.

- Students must show proof of school enrollment to receive a school-based card.
- Teachers must fill out the Teacher Verification Form. The Teacher Verification form must be printed on school letter head and signed by a school administrator who verifies requesting party's position within the school. [Click to Download Teacher Verification Form](#)

Teachers may “Click to Download Teacher Verification Form” to print the form out on school letterhead paper and then have it signed by a school administrator. They will need to do this BEFORE a card is issued to them. The Teacher Verification that is printed on school letterhead and is sign by the administrator is to be sent in with the filled out library card application (IDs still must be verified) to be kept on file. Like a Student School card it is only good for one year and the teacher will then again must repeat the same process.

AL 210 Library Cards

AL 210.1 School Based Procedures for Teachers

November 2010

The **intent** of the school based card policy is for classrooms of students in our service area to have access to our resources. Teachers, librarians, school counselors, and college professors regularly provide resources to students and may be eligible for school-based cards. This policy will help them provide MLS resources to classrooms of students in our service area.

Procedures:

To establish eligibility, the customer will need to do one of the following:

- Request a letter from the customer's principal or dean on the school letterhead stating that the customer is currently & regularly teaching a classroom of students at that school.
- Have the school principle/administrator sign an affidavit (attached) on the school letterhead verifying that the applicant teaches students at a school in the MLS service area. (**Note:** Identification badges are inconsistently issued by the schools and are not typically updated each year. These must not be used as verification.)

Occupations such as private tutors, teachers' assistants, short-term substitutes, principals, or assistant principals do not regularly teach a classroom of students and are not eligible for a school-based card.

Note: This type of card must be validated annually.

Appendix E

Oklahoma Address Confidentiality Program (ACP)

Confidentiality of Records

Are you a victim of domestic violence, sexual assault or stalking attempting to hide from your perpetrator? Do you live in fear of being located? If so, the Address Confidentiality Program (ACP) may be the help that you need.

The ACP provides you with a substitute address that can be used when interacting with state and local government agencies. The substitute address serves as your home, work, and school address. Acceptance of the address by government agencies ensures your perpetrator does not use government records to locate you. The address can be used for enrolling children in public schools, driver license, social services, child support, court documents, protective orders and much more. Additionally, the ACP can help with confidentiality when applying for public utilities, registering to vote and transfer of school records.

For more information about the program and how to apply, call us toll-free at 1.866.227.7784.

On January 1, 2003, the Secretary of State began administering a new program, the **Oklahoma Address Confidentiality Program (ACP)**. On July 1, 2008, the ACP was transferred to Office of Attorney General. The ACP provides services to residents of Oklahoma that are victims of domestic violence, sexual assault and stalking. Laws governing the ACP are in Title 22, Oklahoma Statutes 2002, Section 60.14.

The program has two basic parts. First, the ACP provides victims, who have moved to a new location unknown to their abuser, with a substitute address for use when interacting with state and local agencies. The second part of the program provides participants with a cost-free first-class mail forwarding service.

The Oklahoma Address Confidentiality Program allows the state to contribute to the safety of victims by denying abusers the opportunity to use public records as a means to violate the rights of others.

The ACP is not for everyone. Recommendation for participation in the program is deferred to the experts in the field of domestic violence and sexual assault.

Eligibility

To be eligible for ACP, an individual must be:

- A victim (or an adult who resides with a victim) of domestic violence, sexual assault or stalking who fears for his or her safety, or someone who resides with such a person and fears for his or her safety
- A resident of Oklahoma who has recently relocated to a place unknown to his or her abuser or is planning to move in the near future.

Applying for Participation

Victims do not apply directly to the Oklahoma Address Confidentiality Program. Application is made in person at one of the designated victim assistance programs located throughout the state. Designated programs are state or local agencies or nonprofit agencies that provide counseling and shelter services to victims of domestic violence, sexual assault or stalking and have ACP trained staff. A parent or guardian can apply to the program on behalf of a minor or incapacitated person. The application process involves meeting with an application assistant.

Application Assistant

An application assistant is a domestic violence and sexual assault advocate who has received ACP training. The application assistant provides the victim with information about the program and determines whether ACP should be a part of the victim's overall safety plan. In addition, the application assistant assists the victim in completing the application documents and forwards them to the ACP office for processing.

Certification of a Program Participant

Upon receiving a properly completed application, the ACP will certify the applicant as a program participant. **The certification is effective for four (4) years unless otherwise cancelled before the expiration date.** Upon certification, the participant is assigned a substitute address and issued an authorization card identifying the individual as an Address Confidentiality Program participant.

Substitute Address

The substitute addresses assigned to participants have no relation to their actual address. The address may be used as the participant's residence, school and work address. The address is a post office box number and the same number is assigned to all participants.

Authorization Card

The ACP issues each participant a laminated authorization card that identifies the individual as a program participant. **The authorization card includes the participant's name, date of birth, authorization number, substitute address, expiration date and signature.** Cards issued to minors or incapacitated persons are signed by the parent or guardian. In addition, the authorization card contains the ACP toll-free telephone number should questions arise about the program or the valid use of the card. **An ACP participant must present his or her card to state and local government agencies in order for the substitute address to be accepted.**

Service of Process

The Office of Attorney General serves as each participant's agent for service of process and for receipt of mail. Mail received at the substitute address is forwarded to the program participant. Participants agree to accept all mail forwarded to them by the ACP.

State and Local Agencies

Program participants use the substitute address when interacting with state and local agencies. When presented with the authorization card, state and local agencies must accept the ACP substitute address as though it is the participant's actual residence address. Agencies cannot require the participant to disclose his or her true address.

Voter Registration

Participation in the program allows eligible voters to apply to vote as an absentee voter. Neither the participant's name nor address will appear on any list of registered voters made available to the public.

Public Schools

When a student presents his or her authorization card, the school must accept the ACP substitute address. The student does not have to disclose his or her actual address. Verification of enrollment eligibility and transfer of school records are handled by ACP staff.

Program Cancellation

The Address Confidentiality Program may cancel a program participant's certification for any of the following reasons:

- Failure to notify the ACP of a change in address seven (7) days after moving.
- Mail forwarded by the ACP is returned undeliverable.
- Providing false or incorrect information upon making application to the ACP.
- Obtaining a name change.

Confidentiality of Records

Program participant's records are confidential and cannot be released by ACP staff unless directed by a court of law. Verification of program participation is limited to state and local government.

Appendix F

Address Confidentiality Program (ACP).

All participants in this program will have a laminated authorization card that identifies the person. It will have the person name, date of birth authorization number, substitute address, expiration date and signature. An ACP participant must present his or her card in order for the substitute address to be accepted. All participant in this program should only used PO Box 60189 for the participant to received mail the authorization number must be enter in the computer.

How to input ACP's applications in to the computer

EXAMPLE:

Adult card

Name CUSTOMER, ADULT A. Guardian.....

Address BX 60189 City OKLA CITY State OK

Zip 73146 Phone 555-1234 Bus Tel.....

SPECIAL MAIL

Line 2 # 123

Line 3 BX 60189

City OKLA CITY State OK

Student card

Name CUSTOMER, CHILD A. Guardian CUSTOMER, ADULT A.

Address BX 60189 City OKLA CITY State OK

Zip 73146 Phone 555-1234 Bus Tel.....

SPECIAL MAIL

Line 2 CUSTOMER, ADULT A. # 123

Line 3 BX 60189

City OKLA CITY State OK