Metropolitan Library System
Circulation Forum
Bethany Library
May 4, 2011
1:30pm -4:00pm

Present – Julie Ballou (DN), Cheryl Mann (CC), Ann Aliotta (ED), Patty Ortiz (SO), Maria Emmy Verdin (MC), Dianna L. Rupp (BE), Tory Gray (DN), Sharon Thompson (DN), Jonathan Tolle (CH), Kevin Sendall (CT), Susan Stinson (SO), Deborah Austin-Munden (VI), Sheila Fixel (DC), Jessica Minter (WA), Macey Hernandez (BE), Joan Kendall (ED), Sharon Young (ED), LaWana Morgan (RE)
Guest – Anne Fischer (IT)

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

I.   Anne Fischer (IT) demonstrated the new program for the Offsite V-Circ for remote library cards.
   a.   Clerks must make sure to submit any money received such as a $40 annual card fee or lost card fees to be included with the same day's deposit.
   b.   There will be a check out procedure for the laptop.
   c.   SO and NW libraries will have the new "Touch-down Stations". Anne informed the Circ Forum that eventually all the libraries will have these. It will be included in next year's budget.
   d.   Reminder that all computers are being converted/updated to Windows 7
   e.   Inquiries: Will we ever have scanners? Not likely, although newer copiers may include this feature
         Will we ever be able to print from laptops? Company who sold us program was unable to get this feature to work
   f.   A clerk from BE suggested that we consider having a "Print only" computer for customers.

II.   Julie Ballou asked for input about the future of the Circulation Forums.
   a.   A suggestion was made that we have more specific circulation training.
   b.   Everyone was in agreement that the Circulation Forums have empowered clerks by making them feel that their collective voice and opinions are being taken into consideration. Also, clerks feel that the forums have given them the opportunity to get to know others in the system better and better see the system as a whole.
   c.   Julie reminded the Forum that suggestions for topics for future forums are always welcomed and can be sent to the circforum@metrolibrary.org email.
   d.   A suggestion was made to have the forum meet more often.

III.   Julie notified the forum that a suggestion from the last meeting had already taken effect. The "Damaged/Missing Materials" form has had a line added notifying customers that the library will hold damaged items no longer than six months.

IV.   ED circulation clerks presented the forum with an idea to help clerks remember to remove $7 charge from missing audio books once they have been returned. They gave everyone a small, bright pink card with this message on it. They suggest clerks insert the card in the audio book while it sits on the "boo boo" shelf.

V.   Cheryl (Circ Control) presented reminders:
   a.   Reminder that Circ Control does update changes of address on returned mail.
   b.   Reminder from DN to make sure to refer customers to specific department and not just advise them to "call downtown" if they need assistance from an administrative office.

      c.   In the case of transferred cards clerks must remember to remove "returned mail" flag and "lost card" flag when updating to a new card.

      d.   Reminder to clerks to make sure ID matches application.

      e.   Cheryl asked the forum for input on using Electronic Billing as proof of eligibility or School Verification. It was decided that customers can present Electronic billing (from a Smart Phone) from a utility company as long as it is not older than 45 days. Customer can also print out bill and use it as proof of eligibility provided it is dated.

      f.   Xerox copy of DL is ok when issuing out computer visitor passes but not library cards.

      g.   Reminder to clerks to send out Damage Forms promptly.

VI.   Sharon from ED presented the suggestions for a Drop Down menu on V-Circ. ED, DN, MWC and SO submitted suggestions previously and the results were presented to the forum. Sharon asked the remaining libraries to e-mail her with suggestions within the next two weeks. Julie will help condense it and present it at a manager's meeting.