

**Metropolitan Library System  
Circulation Forum  
Warr Acres Library  
November 2, 2011  
1:30pm -4:00pm**

**Present** – Julie Ballou (NW), Cheryl Mann (CC), Denise Ryan (BUS), Patty Ortiz (SO), Emmy Verdin-Crowe (MC), Maegyn Doyle (WA), Regina Fields (BE), Sheila Fixel (DC), Dianna Rupp (BE), Crystal Easley (DC), Linda Jameson (DC), Julie Schofield (SO), Vickie Ross (ED), Jonathan Tolle (CH), Ruth Harder (CT), Kevin Sendall (CT), Sandra Lanham (MC), Becky Mason (WA), Phill Jo (VI), Shanelle Jackson (VI), Kathryn Hatsfield (MC), Joan Kendall (ED), Sharon Young (ED), Jessica Morris (DN), Rena Gibson (RE), Sharon Thompson (DN)

**Guests** – Kay Bauman (LO), Diane Sarantakos (DVS), Melody Kellogg (ED)

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

**I. Meaningful Stories**

Kay Bauman and Diane Sarantakos asked clerks to submit meaningful stories from customers about how the library has impacted their lives. The stories are to be used for library advocacy, fund raising, & marketing. Also, these stories are to be used in support of our library motto “Inviting, innovative link to the world.” Email or call Diane with stories.

**II. Policy Updates**

- Kay Bauman reviewed the recent policy which states that staff is not allowed to conduct transactions on their own library accounts. Transactions such as waiving of fines and checking items in or out are to be done by another staff member at a computer that is normally used for customer circulation transactions.
- Staff & Hours of Operation: In response to recent safety concerns, staff was reminded to adhere to set hours of operation. If a staff member regularly works outside of set hours of operation then their Manager, Denyvetta Davis, Kay Bauman and Patrick Williams must be made aware. Also, in the event of an emergency requiring entry after hours inform your manager & Patrick Williams.

**III. Cash Deposit Paperwork**

Denise Ryan addressed the forum in regards to changes in the daily deposit which will go into effect immediately. She distributed handouts with samples of these changes. The **first** change involves the copy & public computer printer money. Circulation clerks are now required to input two separate totals during the deposit procedure—one for the copy machine and the other for the public computer printers. The **second** change is that we are now also required to send a calculator tape printout of the money in the gold coin money bag once a week. This tape goes in the red Express Checkout deposit bag. The **third** procedure update is that we need to print out an Express Checkout Coins Needed Report everyday and send it in with the Express Checkout Deposit (Red Bag).

**IV. Express Checkout Self Service Units**

A second handout was distributed titled “Express Checkout Self Service Units”. The information on this handout is to be reviewed and discussed between Library Managers and Clerks. Feedback is requested of all libraries in regards to these proposed changes.

**V. Temporary Cards for Students during Summer Reading**

A suggestion was made to allow students who are new to a specific area and will qualify for a school card in the fall a Temporary Library Card (2 months) so that they may participate in the Summer Reading Program. The issue was discussed and many clerks gave their opinions on the positives and the negatives of such a card. The group agreed that it would be best to continuing to work with our existing policies to accommodate such students.

**VI. Circ Forum Email Suggestions**

1. Handling money at closing – A question was asked about how money was handled at closing, when and where it was counted. Everyone counts money before the library opens or after it closes (only ED). Libraries put money away at different times, usually 5 to 10 minutes before closing. Everyone was reminded that we have to assist customers with all transactions as long as we are open. Staff could expect to leave as much as 15 minutes past closing.
2. # 2-How do other libraries schedule Sunday shifts? Sandra Lanham from Midwest City briefly discussed how her hours were divided during the week. Sandra works every Sunday but she has every Friday and Saturday off. Sandra is a part time employee at Midwest City Library. Kay Bauman then informed the forum that she and Denyvretta Davis have asked the manager of these libraries to produce a mock staff schedule to include a Sunday shift for one month. This is to help determine & supplement staffing needs for when this change is made. Kay Bauman also informed the Forum that the reason for the new Sunday hours is that statistically Sunday branches service more customers per hour than any other day of the week.
3. Another change that is likely to happen once all libraries (except extension branches) open on Sundays is that we will begin charging late fees for items turned in on Sunday.
4. Google Maps address locator- A suggestion was made to have IT produce an address data base similar to Google Maps for the purpose of verifying addresses and designated counties. Cheryl Mann spoke to Jimmy Welch and he has started the process of adding it to the V-Circ remote program (pending approval).
5. Placing Items that belong to another owning branch on Backroom Loan—Managers have previously agreed that libraries not code any items but their own to the Backroom, and instead route the item to the owning library with a Yellow Route slip.
6. Reminder that Electronic Billing is acceptable as proof of address, but it must be no older than 45 days and must be a type of utility bill. Also, as was discussed previously, since the DOC website is a Federal website it can be used for identification purposes.
7. EBT/Unemployment Debit Cards and Fines- An inquiry was made as to why these cards are not always accepted by our software when customers want to pay fines. Cheryl Mann looked into this and found out that the limits for these cards are predetermined by contracts between the CC companies (MasterCard) and the Oklahoma Employment Security Commission. Therefore, we have no control over minimum accepted charges as in the case of library fines.
8. Reminder—No refunds for flash drives. However, if a flash drive is defective, clerk may issue a new one and send the defective one to IT with a note (must be done same day).
9. Reminder-Clerks may not limit the number of times they look up a customer's library card number as long as the person has proper ID. Do let customers know that if their card is lost it is in their best interest for us to mark it lost for them. Update: MLS has budgeted for Library Card Key Chains next year.
10. Reminder that Forum minutes are always available on the Intranet
11. A suggestion to place Customer's Pictures on V-Circ was reviewed by IT and considered. The cost & privacy concerns will not make this possible at this time.

12. Annual fee procedure reviewed—If a family member pays for an annual fee card (\$40) then other family members living in the same household may apply for their own library card. The \$40 fee is only charged once to the family member who got the first card. Clerks were reminded to call Cheryl immediately when renewing an annual fee card.
13. Reminder to clerks to not give out any information over the phone about a customer's materials. Clerks may use the item number to help guide customers in the case of items that did not renew.

**VII. Drop Down Box and Managers Comment Box Proposal.**

Sharon Young (ED) presented the proposal and explained how the final five items were chosen. She introduced the participating circulation representatives were for each branch. Julie Ballou will present the proposal at the next Manager's meeting. Some clerks shared personal accounts of the importance of having this feature implemented.