

**Metropolitan Library System  
Circulation Forum  
Northwest Library  
August 1, 2012  
1:30pm-4:00pm**

**Present** – Julie Ballou (NW), Melody Kellogg, ED), Cheryl Mann (CC), Denise Ryan (BUS), Emmy Verdin-Crowe (MC), Becky Mason (WA), Ahad Marand (ED), Chelsi House (DN), Sharon Young (ED), Devin McGhee (DC), Linda Jameson (DC), Shelia Fixel (DC), Crystal Easley (DC), Biana Marin (CH), Kristine Charter (ED), Ashley Meyer (ED), Kevin Cook (NW), Donna Durbin (BE), Jonathan Tolle (CH), Shaina Wells (VI), Drea Gates (MC), Serina Freeman (MC), Aleisha Phillips (NW), Tindle Arnold (CT), Rena Gibson (RE), Angel Suhrstedt (ED), Carol Provine (BI), Jean Wilburn (BI), Karen Daugherty (CT)

**Guests** – Kay Bauman (LO)

Meeting was called to order at 1:30pm.

**Welcome**

Julie welcomed attendees and gave a tour of the Northwest Library.

**Express Checkout Mistakes: Prevention & Correction**

Denise Ryan addressed attendees on the correct procedure for Express Checkout Deposit. She provided everyone a copy of the original *Self-Checkout Instruction booklet* and also a copy of the *New Express Checkout Procedures Instructions*. She reminded clerks to send in deposit money even if they accidentally run the deposit report and also to send in the Express Checkout Fund Receipt every day.

**Addendum to last Circ Forum Minutes**

At the May Circ Forum clerks were informed that in a situation where a customer calls to have another customer paged the correct procedure was to take the caller's name and number and have the customer in the library return the call. The purpose of this procedure was to protect our customers' right to privacy. However, after reconsideration, it was decided that it is acceptable continue to have customers paged.

**Non-Transferable Library Cards-Discussion**

Kay Bauman presented on Non-Transferable Library Cards. She informed everyone that MLS has put together a Draft of *Frequently Asked Questions* to help educate the public and employees about the Non-Transferable Library Card Policy. One version will appear on the Internet and the other on the Intranet. The Intranet version will have additional information. Some of the questions on the Q&A Draft included the following:

1. What is the Express Checkout?
2. How do I use Express Checkout?
3. How do I pick up my Reserves?
4. How does the Metropolitan Library System protect my privacy?
5. Can I have someone else pick up my reserves and check them out on his/her card?

6. Can I give written permission for my family members to pick up my reserves?
7. I have not heard of these reserve policies. Are they new?
8. When can I pick up my reserves?
9. Are reserve policies different for each location?
10. I want to check out books and/or audiobooks, but I don't have the time to stop by the library.  
Can I download books and audiobooks online?

Kay reminded clerks that it is their responsibility to uphold the policies, make good judgments and be prepared to back up their decisions. Also, the draft contains some information on EBooks & Audio books and is meant to provide customers with more options.

### **Books by Mail**

Kay stated that Books by Mail can also be used by customers in a temporary home bound situation. It was decided that BBM will be a topic on next Circ Forum Agenda.

### **Tech Support Committee**

Kay referred to the Tech Support Minutes for July 24. The committee's focus is changing as a result of Jimmy Welch's retirement and in preparation for the ILS change and so no new changes will be considered. The committee's focus will now be on selecting a new ILS vendor.

### **Drop Down Menu**

Julie informed clerks that since Jimmy had already completed the *Drop Down Menu* it will be one of the last changes to our ILS and it will go live on August 20. Tech Support Minutes and Shelf Life have information and a breakdown about the DDM.

### **Suggestions**

Clerk requested that we add the Circ Forum Agenda to the Calendar.

Kay recommended that we log on to Intranet as there is more interesting information available to those who log in.

Julie suggested we might add video instructions on the Internet on how to use the Express Checkout payment option as some people still seem confused about the purpose of the coin box.

### **Discussion: Pull List Missing Items**

Clerks discussed the procedures used by different Libraries in trying to locate Missing Items from the Pull List. ED shared that they call customers with missing items and on some specific occasions place an empty Audio Book box on the Reserve shelf with a message asking the customer to pick up reserves at the Circulation Desk. In this way they are able to try to re-educate the customer on the correct procedure for Self-Pick up on Reserves. They also send a letter to customers who don't respond to phone calls.

Julie said that it seems that a lot of time and effort is being put into trying to track down the missing materials from the reserve shelf when there are also missing items in the collection. Some of those

items will be returned, especially if the customer thought that they had already checked them out. Perhaps developing new methods of education would be most helpful.

The question of how long to wait before we code an item missing came up. Julie will bring up the question at the next Managers' meeting in an effort to get all libraries to perhaps agree on a consistent procedure.

**Reserves sent to wrong Library (Discussion Topic)**

In the event that a customer sends their Reserve to the wrong Library the correct procedure is to Re-Reserve the item and call IT (if necessary) to move customer to the top of the list. Clerks were reminded that simply re-routing the Reserve is not an acceptable procedure.

**Topics Submitted**

A suggestion was made to add the shelter addresses to the help-function on V-Circ as these addresses cannot be used as proof of residency. Since there will be no new changes to V-Circ, Cheryl recommended that Clerks at all locations be aware of PO Boxes and other addresses in their area that can't be used as proof of addresses as these vary from location to location.

A question was submitted pertaining to the ID requirements for customers who forget their library card. Clerks were reminded that the same documentation needed to obtain a library card is required to gain access to their library account; this includes current proof of address.

**New Adult Primary Key Chain Cards**

Cheryl presented the new adult primary cards and key chain cards. There will be two designs available but only to Primary Adult customers. Libraries must first use up all the current supply before these will be issued. There are two designs to choose from, these are Classic and Edgy.

Julie thanked everyone for attending and expressed that she has enjoyed being part of the Circ Forum for the last three years. Melody Kellogg, manager from ED will take her place beginning with the November meeting.

The meeting adjourned at 4:15pm