

SHARE Circulation and Resource Sharing Committee Meeting

Thursday, February 8, 2018 at 10:00 a.m.

Illinois Heartland Library System

6725 Goshen Road, Edwardsville, IL 62025

(618) 656-3216

via Zoom at -- <https://zoom.us/j/669733701>

Minutes

Call Meeting to Order and Roll Call: The meeting was called to order at 10:00 a.m. by Chair Paula Tretter.

In attendance: Janet Cler, Mary Cordes, Esther Curry, Maria Dent, Sarah Isaacs, Susan McKinney, Jennifer Slack, Paula Tretter, Sandy West, and Diane Yeoman

Absent: Robert Edwards

Also in attendance: Cassandra Thompson, Traci Edwards, Joan Bauer, Sue Pearson, Catherine Tillman, and Laura Mitkos

Approval of Minutes for December 14, 2017 Meeting: The minutes were approved with a motion made by Susan McKinney and seconded by Esther Curry. All ayes; no nays; motion passed.

SHARE Update:

- New SHARE Director, Cassandra Thompson, introduced herself to the group. She also expressed interest in a future in-person meeting. Susan McKinney suggested the next Members Matter meeting in April. A Doodle poll was suggested for the best date/time. Cassandra will send the poll out to the group.

Old Business:

- Training requirements for member library circulation staff
 - 10 Commandments stats—Traci Edwards shared that the 10 Commandments video has only been completed by approximately 40% of users. She suggested that a reminder could be added to the next SHARE newsletter. Susan McKinney suggested that a letter could be sent to directors as an additional follow-up, sharing an example that there is a need for the training to be completed. Janet Cler asked how long the video has been available. After discussion, the video has been available since March of 2017, likely at the same time as the ILL violations form. Paula Tretter asked if the 10 Commandments

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video was the only training. Traci confirmed it is the only required training for existing staff, with required Circ training prior to Go Live dates. Paula asked if there were different requirements in the past, and Traci stated that there had been Train the Trainer sessions when we went live on Polaris. Sue Pearson explained that while some of the oncoming staff had some exposure to Polaris, others do not, and she shows the video during the circulation training for new libraries. Cassandra will begin to plan a training plan to bring to the next meeting. She will also add a reminder to complete the 10 Commandments training to the next newsletter.

- ILL violations—Traci shared that there have been 26 complaints from 10 libraries, with the majority about renewal violations, as well as some about lost/damage fees not paid. Renewal violations can cause the next-in-line patron to be removed from the holds queue when a staff member selects the wrong command while overriding a hold.
- Member Library questions:
 - Deleting lost items—A member library requested a lost items policy. Traci took to the Bibliographic & Cataloging Standards Committee and they agreed SHARE should delete lost items after three years. The policy elements under discussion: member libraries are responsible for reviewing lost items yearly; lost items one to two years old should be deleted; paid items should be deleted; SHARE will delete lost items over three years old; libraries will receive a notice of items that are scheduled for deletion if not resolved by member library. Cassandra suggested a notice in the next newsletter. Susan explained that there is already a process of policy and member comment in place. Janet and Paula clarified that the policy would not be placed in the newsletter, just an announcement of the problem under review, and suggested that the committee may get more input from members. Paula confirmed with group okay to put announcement in newsletter. Traci verified not currently a “Lost and Paid” status in Polaris, although it has been requested. Esther Curry asked about the process to pull reports.
 - Affiliate library accounts—Traci explained the new PayPal procedures for billing affiliate libraries and that this new process will be completed regularly. She is working with two member libraries on this process. One member library still has outstanding payment due and Traci will continue communication.
 - OMA update on muting—Paula found that there is no official ruling on muting, verified by Troy Brown at IHLS. Better safe than sorry, so please unmute unless circumstances require it. If any additional information is found, please bring to group.
- Other—None

New Business:

- Penalties for circulation violations—Currently there are no penalties for repeat violations of circulation policies. Traci stated that cataloging has different penalties for different violations, and suggested a similar position for circulation. One suggestion is to remove or override privileges for noncompliant users, but that also removes ability to renew personal holds. In addition, due date changes can still be made. Esther noted that it is easier to track renewals than due date changes. Another suggestion was to turn off ILL privileges or change hold fulfillment order. Susan raised concern that patrons would be negatively impacted, when it is usually one staff member at fault. It was clarified that this is for extreme, repeat violations only. Current process is to call director to request staff training. Sarah Isaacs stated that a phone call was appreciated, because the director may not be aware of problem. In addition, SHARE has no authority to discipline a member libraries' staff but can control Polaris privileges. Cassandra suggested that offenders can be periodically monitored to verify they are following procedures. Susan suggested that additional data would be beneficial, and to review again in six months. It was also suggested to include a reminder about holds standards in the next newsletter. The mention that SHARE can track violations may be enough of a deterrent.
- Patron records for children of divorced families—A member library requested a policy on duplicate library cards for children of divorced parents. After review, it is similar to an earlier determination that property owners can receive multiple cards in multiple service areas. Janet questioned if primary custody mattered, but determined no, as split custody is much more common. Cassandra stated that if the rule was for separate service areas, it would need to be the same, even if both parents lived in the same service area. There was discussion of whether this was Illinois library law, or just an opinion from the state library. There was discussion whether this needed to become a policy or procedure. The group discussed adding a procedure to clarify both exceptions (multiple property, divorced parents) under the one person, one card policy. The group agreed that the procedure needs to include language that the financially responsible parent is responsible for monitoring library card usage, not the library. Paula called for a motion to add procedure. Susan made a motion to add a procedure, Esther seconded. All ayes; no nays; motion passed.

Public Comment: None

Next meeting: Thursday, April 12, 2018 at 10:00 a.m.

Adjournment: Susan made a motion to adjourn. Esther seconded the motion. All ayes; no nays; meeting adjourned at 11:05 a.m.

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