

PRAIRIECAT CIRCULATION COMMITTEE
DRAFT MINUTES
June 22, 2021
1:00 pm via Zoom

MEMBERS PRESENT: Abernathy-Morris (NL), Bonny (PC), Cox (EM), Hansen (CH), Hettinger (PC), Jensen (PC), Landis (PC), Seville (SL), Slanicky, Slazyk (PE), Smith (PC), Studer (HD), Sullivan (PC), Watson (HC), Wilhojt (BD), Wood (RO), Zamorano (WO), Zanelli (PC)

MEMBERS ABSENT: Smith (RO), Tedder (PC)

GUESTS: Bailey (WD), Bowman (LI), Butler (WL), Christiansen (MX), Dale (RL), Fine (PR), Hoffman (TC), Holland (FR), Hoste (CL), Jones (RP), Kozinski (DK), Newman (HR), Nobling (RP), Posing (MN), Santowski (EJ), Shelton (NL), Struthers (PD), Yoeckel (SN), Zielezinski (SA)

- I. Welcome**
- II. Roll Call for Attendance**
- III. Review Agenda for Additions/Corrections** – No changes were made.
- IV. Approval of minutes from February 23, 2021** - Abernathy-Morris (NL) made a motion and Cox (EM) seconded to approve the February 23, 2021 minutes as written. Minutes approved.
- V. Election Results/new co-chair Needed** – Susan Seville has left the Silvis Public Library (SL). Today is Jenny Hansen’s (CH) last meeting where she will preside as chair of the committee. Laura Watson (HC) has agreed to serve as the chair for FY22. Landis (PC) thanked Jenny and Laura for their service to the committee. A new co-chair is needed!
- VI. Call for Nominations for a Tier 3 Library to fill the Vacant Committee Seat** - We have an open seat for a Tier 3 library. Nominations are requested for a special election.
- VII. PUG Day** - PUG Day this year will be on September 14-24, 2021 as a series of digital events. There will be Tuesday and Thursday presentations then sessions on Friday, September 24. There are 10 total sessions so far. More information to come.

VIII. New Topics

- a. Proposal of AMH System for Delivery and Barcode Placement -** Bonny (PC) gave a RAILS delivery update from the April 27 RAILS Member Update. Greg Pronovitz, consultant, is examining the quality and cost effectiveness of the current RAILS delivery service. RAILS might want to consider to automating delivery services at some point in the future. Attendees had a lot of questions.

RAILS has stated that: "RAILS has no concrete plans or time table for automating our delivery process at this time. We are currently exploring possibilities and want to provide members with information on automation we might implement at some yet to be determined future date. We need to begin thinking about what's possible to keep delivery moving forward and continue to provide the best possible service we can to our member libraries and their customers." This is the link for the RAILS Member Update:

<https://www.youtube.com/watch?v=UvCKAcsCiKA>.

b. New and Upgrading Members

- i. Marengo-Union Library District** – There is a 21 day countdown to Marengo's July 1 Go Live date. A final data extract will be done next weekend. The week of June 21 Innovative will process their files. They have 50,000 items. Marengo staff have been doing training on Talent LMS and practicing data entry on the test server.
- ii. Byron Schools** – Byron schools will work this summer on entering Mary Morgan school items.
- iii. Lostant Community Library** – Lostant has been doing training in Talent LMS. They are going from no automation to becoming fully automated.
- iv. Putnam County Primary School** – The primary school is going from no automation to fully automated. They are entering their items and have hit the 1,000 items entered mark.

- c. **Update on Notices** – Hettinger (PC) gave an update on the overdue notices. The servers are supported by Innovative. We have about half a dozen customizations for the notices that were made by previous PrairieCat staff. All of the customizations stopped working after the last software release. Some fixes have been implemented and PrairieCat staff are working to get all the notices 100% automated.

PrairieCat staff are focusing on notices processing then will fix the failed overdues when the system calls the patrons. We need to eliminate/reduce as much as possible in customization to make upgrades easier in the future.

For phone notices, Sierra uses iTiva. iTiva tries to call the patrons three times. If the patron doesn't get the message, iTiva sends a file to the server. This should be working now. The failed hold calls are working now. If the call fails after the 3rd attempt, the call does not go out. The patron could have a full inbox, which would prevent the message from being delivered.

Patrons may not answer their phone if they don't recognize the number. You can tell patrons to enter 888-542-7259 as a contact and label it "library information" so the patron doesn't think it's a scam call. The October 2019 Did You Know document explains how telephone notifications work and you can access it here:

<https://support.prairiecat.info/system/files/Members/201910/201910%20Did%20You%20Know%20-%20How%20Telephone%20Notification%20Works.pdf>

D. Parent/Guardian Names in Patron Records – Some libraries use the first line of the address field to enter a parent/guardian or caregiver name so that information will print on notices. However, if a name is entered in the first line, the address cannot be searched.

There are 13,000 patron records in Sierra with a name in the first address field. It is possible to have Innovative add a field in the patron record that could be used for this purpose.

To implement this, the following changes would need to be made:

- Clean up the existing 13,000 records
- Modify notices to print the new field, if present in the record
- Modify patron templates to prompt for the new field

The field has a 10-character limit for its label, so Landis (PC) asked for suggestions. Dale (RL) suggested naming it "c/o". The "c/o" would not appear on the notices, only the contents of the field will print on the notices. It was decided to use "CARE OF" for the name the field.

Motion made by Hanson (CH) and seconded by Dale (RL) to add a new patron field. The motion was approved.

Libraries will not be required to use the new field. PrairieCat staff will test to see what the new field will look like. As a reminder, when entering the address, delete any blank lines. PrairieCat staff will test and try to implement the new changes on September 1, 2021.

- d. **Training (Talent LMS)** - Landis (PC) is working on Create List classes for Talent LMS. She has an introduction and classes 1-3 for you to watch and give feedback. She would like to have the new classes available in July.
- e. **Friendly Reminders**
 - a. **Remitting Funds Collected for Lost/Damaged Items to Owning Library** - if a patron returns a damaged item or pays for a damaged item at your library and the item belongs to another library, you need to reimburse the owning library.
- f. **BYPT 'Bring Your Problems Time'**- There were no problems presented.
- g. **Next Circulation Committee Meeting: August 24, 2021, 1:00 pm, via Zoom**