

## SWAN Circulation Users Group

Wednesday, June 19, 2019

9:30 am – 12:00 pm

RAILS Burr Ridge

125 Tower Drive, Burr Ridge, IL 60527

### AGENDA

1. Introductions:
  - a. Everyone went around the room and introduced themselves and shared the most disgusting things that they found in the book drop.
2. Presentation: *"You Definitely Didn't Check It Out In THAT Condition Sir!"*
  - a. Juan Estrada, (LSS) and Peggy Tomzik, (ESS) delivered an informative presentation on germs and how long they really last on library items.
3. Naperville PL lookup tool:
  - a. Crystal Vela (SWAN) presented on Naperville's patron look up tool and how to use it. Documentation can be found on the SWAN website <https://support.swanlibraries.net/documentation/64679>
4. SWAN call for volunteers-Crystal Vela (SWAN) made a call for a few volunteers to participate in a small research project. Volunteers should email Crystal, [Crystal@SWANlibraries.net](mailto:Crystal@SWANlibraries.net)
5. Discussion of best practices for processing damaged direct loan items – marking things unusable and rejecting materials for loan and returning to the home library:
  - a. Leslie Hartoonian, LGS pointed out that she is seeing an influx on these types of items. Some libraries have also seen a rise in items that are being sent back for extremely minimal damage.

### Break

6. The use of the RB\_ILL\_Unusable patron. When to use this patron and when to NOT use this patron:
  - a. Julie Lombardo, WRS brought this topic up. There was a lengthy discussion regarding frustration with libraries who are charging for items that are circulatable. Circulation staff is often not making the decision to bill a patron/library in the first place. Attendees believe that there is an overall misuse of the damaged user and unusable. If libraries notice a large trend in a library billing for items that do not fit the normal criteria, please let Dawne know.
7. Downers Grove PL is interested in creating a "human library." In other words, a "library" of people with oral histories who would be willing to record these experiences. Are any other libraries doing this: Cheryl Pawlak, (DGS)

- a. WMS said they are collecting stories from residents then record and showcase the videos at the anniversary of Westmont celebration. OPS received a grant and they are doing something similar through Biblioboard. There are prompts and OPS staff then edits the video or audio.
8. Transit label generator. What are the benefits of using the transit label generator vs. using the traditional routing slips? – Meghan Maleski, WDD. Terri said that is all she has known, and she suggests making a small stack and then check the items in all at once. Dawne stated that the transit label prints the title and time stamp in transit. SWAN is developing the label generator to include ILL-LIBS.
9. Peggy asked what libraries do with their canvas bags. Do they launder them after every single use? Consensus is no.
10. There are times when staff accidentally presses cancel or press the X instead of In Transit when trapping a hold. Doing this makes the item appear on the shelf. Please remind your staff to be careful.
11. Leslie asked about writing out patron's barcodes for them. The conversation evolved from there stating how Circulation doesn't do it, but many reference staff does to allow patrons to get on the computers.
12. Terri asked if anyone had any suggestions on how to register children for library cards but keep the statement in that the parent needs to be present to sign for the card.
  - a. RFS stated that the librarian brings apps and parents sign them and the librarian will go and pick up the applications from the schools and Circulation goes through them.
  - b. OPS has an agreement with the schools that they have a box of consent to see if the parent wants a library card. The school sends the information to the library, and they make a card.
13. Will you place an OCLC hold for a patron who is not their patron- No

Upcoming Meetings:

**SWAN Circulation Advisory**, Wednesday, July 17, 2019

**SWANx19**, Friday, August 16, 2019

**SWAN Circulation Advisory**, Wednesday, September 18, 2019