

## SWAN Circulation Users Group

Wednesday, October 16, 2019

9:30am - 12:00 pm

RAILS Burr Ridge

125 Tower Drive, Burr Ridge, IL 60527

### Notes

1. Introduction:
  - a. Went around the room and introduced ourselves.
2. SWAN call for Circ Advisory Self-Nominations-Crystal Vela (SWAN) reminded everyone that self-nominations for the Circulation Advisory group ends at noon on Friday October 18<sup>th</sup>.
3. For libraries that do not store their DVD discs out in the stacks, how do you store them out of patron reach? What methods have worked for you? What doesn't work? – Sarah Marshall, Midlothian PL
  - a. Sarah's staff have given her complaints that the DVD bins are heavy, and it is time consuming to go through to find the right DVD, she is seeking out other options.
    - i. Hillside stores items in their original cases with DVD in them behind the desk.
    - ii. Richton Park had binders but also ran into the same issue, so they changed to locked cases and haven't had any issues with theft or staff complaints since then.
    - iii. Carol Stream keeps video games behind the desk in a 4 drawer pull out.
    - iv. Keeping the media in eye shot was recommended.
4. Sticky receipts transit labels are not neatly coming off the covers of magazines, causing damage to cover art. – Brittany H Smith, Westmont PL
  - a. Peggy stated that maybe we can identify what sticky paper is the issue.
  - b. GVD is using left-right sticky BLUE paper for book clubs. Team One will also print on colored paper.
  - c. Send the damaged pictures to [Help@SWANlibraries.net](mailto:Help@SWANlibraries.net)
5. Do libraries still notify another library that their patron has moved? Do most libraries practice this courtesy since we no longer can send the notices via the bins? My staff does make the effort to notify via fax, however many libraries do not make their fax numbers easy to find. Just wondering if the practice is still worth the bother. – Liz Wald, Chicago Ridge PL
  - a. The consensus is no one does this anymore. This is an antiquated way of doing this, and this is not a rule or best practice.
6. Peggy noted that how important it is to make sure that we are properly checking for patrons in the system because what do you do when a patron owes money to another library.
  - a. Some libraries will issue it and block the account and others will not and send the patron to the library where they owe the fines. Richton Park will not issue a record for a minor if the parent has fines. It stated it is not good service to not serve a child because the

- parent has a fine. SWAN will look into the legal opinion on the topic and post onto the website if it isn't already there.
- b. If a patron has a fine that has hit your threshold but hasn't hit the original libraries threshold what do you do?
    - i. Some libraries will ask patron to pay all fines prior to obtaining a card at their library. WMS stated that they make patrons return all items that are currently checked out before they will issue a card in their community. Others do not think that this is appropriate.
  - c. What do you do when you find a patron record after the fact and have given a new card to the patron?
    - i. You can delete the old libraries record. South Holland will modify that old record and then delete the one that they created. If there are checkouts, they will checkout any materials to the modified account. It was suggested that the should be immediately checked out to the record, so not to trap any holds.
7. When renewing a card, do you do a name search or just scan their existing card. -Jane acorn
- a. Acorn will look up the name every single time. Others think that this is a good idea.
8. Children Cards
- a. Can children have two cards when parents have dual custody?
    - i. children can have 2 cards in the system. And it is important to have a Care Of name in the record.
  - b. What do you do when a child has fines but turns 18
    - i. When the child turns 18 – give them a new card, no expectation that they will pay their fines/fees. Library will ask and try to collect, if can't - bill is waived, and if it was for another's library item, new home library will owe the owning lib.
9. BCA Report for deleted items removed through the Custom Longoverdue Report – Vickie Totton, SWAN
- a. Vickie did a demonstration on how to access the Search user bill notes for barcode report.
10. Information sharing: CPL is now a fine free library!
- a. Some libraries are also fine free and have had a good experience so far. Some have moved to having a low threshold of overdue items and that is a learning curve for patrons and other libraries.
11. Other questions?
- a. Collection Agencies-
    - i. What are the benefits or downfalls? - July 2016 law changed, and patrons can no longer be reported to credit reporting.
    - ii. ESS Unique for years and is very pleased. WMS uses an agency as well.
    - iii. Leslie LGS – equipment – harder to get these items back now that we are fine-free. GVD \$5/day when overdue. 7D and can auto-renew at GVD (e.g. iPad)
  - b. Last copy with holds report
    - i. GVD will call the patron and if the patron seems upset, they will try to get it out of the system for them.

- c. GHS asked what do others do when a library staff member resigns, and they have items checked out?
  - i. Some will expire the card and make everything due their last day of work and notify the employee.
  - ii. Some asked if it was legal to withhold the last check- Vickie said they should check with their lawyers as this was illegal a few years ago.