SWAN Circulation Users Group: Notes

Wednesday, February 19, 2020, 9:30 AM – 12:00 PM
RAILS Main Meeting Room

Facilitators:

1. Peggy Tomzik, Chair, SWAN
2. Juan Estrada, Co-Chair, SWAN

Agenda/Notes:

I. Welcome and introductions

II. Review of offline Circulation

Peggy recommended viewing SWAN documentation and tutorial. Peggy leaves the due dates blank so that the system generates the appropriate due dates when the system processes the offline transactions, this is also the SWAN recommended practice.

    i. Documentation -https://support.swanlibraries.net/documentation/64828
    ii. Training Recording -https://support.swanlibraries.net/tutorial/67031

III. As a reminder, please ask your staff at your libraries to NOT tape routing slips to the front of items! Libraries find that taping routing slips to materials can cause damage.

IV. What do libraries do in terms of guardianship or adoption? During a library card registration or renewal, how often do you ask to see the paperwork? Do you take the guardians word for it since they will be signing the responsibility statement? Marla Cole Wieringa-Matteson PL

The consensus was that most people did not ask for proof. Juan (LSS) did say that he has asked for proof before, and no one has come back with their paperwork. He only asked when the patron told him that she wasn't the children's mother. Jane (ADS) recently changed that anyone living with the minor at the same address can sign for the card. Peggy (ESS) and Debbie (INS) both ask if the patron is the parent or legal guardian and inform the patron that the child needs to come back with mom or dad.

This launched into a discussion about legal temporary guardianship and if a library should modify an existing record or create a new one. There was a consensus that they would modify an existing record.

V. Jessica Nawrocki from FRS would like to hear from other libraries regarding their experiences with Circ technologies such as RFID, automatic materials handlers, self-checks, credit card readers on self-checks and library media boxes or self-checks that allow for DVD and game dispensing.

SCD took two months to tag all of their items, and they enjoy having RFID. BLD said they had some bumps in the road with their vendor and recommend really researching companies to find one that fits their needs. They did mention that Bibliotheca works well for security. WRS warned against the self-service video dispenser, the one they have is no longer supported and constantly breaking.

a. Steven mentioned that there is an RFID meeting coming up in April. Register on L2 https://www.librarylearning.info/events/?eventID=30274

Peggy changed the question and asked what technology libraries could not live without. Point of Sale was mentioned as well as self-check machines that have credit cards readers attached. Julie (WRS) pointed out how PCI compliance is crucial when looking into POC systems. Disc refinishers were also mentioned.

VI. Jessica Nawrocki from FRS is also interested in hearing about innovative front desk and workroom configurations. Her library is looking into a library expansion.

Peggy (ESS) spoke about the island that she had built. It sits behind her Circulation desk and allows her staff to work on other things and keep the front clutter free and they can see a patron approach and gives staff a place to sit during slower times. Peggy will send pictures to Jessica. Juan (LSS) motioned the convenience of having a built-in book drop at the desk.

VII. There are items on the MISSHLDSHF account since 2017. Stephanie DeYoung from Batavia PL would like to propose that we treat this account similarly to the Missing in Transit items: item library takes responsibility for the item if not found (no reimbursement between libraries), SWAN sends a monthly list to all libraries when items are close to 1 year checked out, and SWAN discards those that aren't found.

This was tabled and the Circulation Advisory Group will investigate possible solutions.

VIII. What are libraries doing in terms of the move to the $15.00/hour minimum wage? Is your library already preparing?

Some noted that they are merging page and Circulation Clerk positions together to boost salaries. Jasmina (SCD) stated that they changed the job descriptions of pages to clerks they will now be responsible for record checking and they must have at least a high school diploma. CRS noted that they will no longer have page positions in order to comply with the minimum wage changes. ADS no longer has any page positions and clerks are responsible for re-shelving items

IX. What are your libraries' policies regarding using personal devices for work related activities such as checking work email or texting managers when ill? The law says if we require our employees to check their emails from home or text their managers, the employer must pay a portion of either or both the employee's cell phone bill or internet fees. How are managers at libraries dealing with this? Are libraries paying this fee or not requiring work from home or ignoring the law?

INS supervisors are told to keep track of time on phone in 15-minute increments. GED managers have $25 paid monthly toward their phone bill. Most other libraries do not offer any payment towards phone bills or cost of phone. If you call into work each library handles that differently, some allow their staff to text them while others have a main line to call in.

X. At the ILL User's Group Meeting, the ILL Fee Management (IFM) system was discussed. Some libraries are using this Fee Management system as a revenue stream in their library. What other creative ways are libraries raising funds?

Debbie (INS) noted how they use this as a stream of revenue have generated about $1000/yr. Using IFM. She also noted that they do passports as well and charge $1 to notarize documents.

ILL Fee Management system was discussed at the ILL Users Group Meeting held on February 11, 2020. To read the notes where IFM and its uses were discussed please see the SWAN website.

   a. ILL Users Group Notes
      (https://support.swanlibraries.net/sites/default/files/meeting/%3A20_02_11/66890/notes2020-02-11.pdf)

XI. Other Topics?

Bankruptcy
Juan wanted to know how long libraries keep paperwork for bankruptcies. AMS stated that they make a note in the patron record when they get the paper and they keep the paperwork indefinitely. If the patron wants to reinstate their card, they get their papers and must abide by waiving the charges. They will keep note in the record, and the patron starts over again. They will go through paperwork each year and if patron does not exist, they will shred it.

If bankruptcy is complete, discharge papers will be provided. WRS does not put/keep a note on the patron record since that is private information. But paperwork is kept.

Cleaning during cold season

Most will have Kleenex and hand sanitizer available. Staff will go through and wipe off equipment as people leave.

Next Meeting

Wednesday, April 15, 2020, 9:30 AM-12:00 PM, RAILS Main Meeting Room

Register on L2 (https://www.librarylearning.info/events/?eventID=30243)

Attendees:
1. Crissy Barnat (Clarendon Hills Public Library)
2. Marcy Biala (Westmont Public Library)
3. Loretta Bohn (Berkeley Public Library)
4. Barb Bronkala (Alsip-Merrionette Park Public Library District)
5. Fransisco Cruz (Cicero Public Library)
6. Patty Dybala (Saint Charles Public Library)
7. Emily Foster (Itasca Community Library)
8. Mieko Fujiura-Landers (Cooperative Computer Services)
9. Laura Garcia (Hodgkins Public Library District)
10. Lynda Gatto (Bensenville Elementary School District-WA Johnson)
11. Leslie Hartoonian (LaGrange Public Library)
12. Hubbell Hinkhouse (Oak Brook Public Library)
13. Michelle Hoffmann (Villa Park Public Library)
14. Laura Kissel (Crestwood Public Library District)
15. Jasmina Lapo (Saint Charles Public Library District)
16. Julie Lombardo (Woodridge Public Library)
17. Mary Malach (Messenger Public Library of North Aurora)
18. Kay Minniti (Woodridge Public Library)
19. Laura Munoz (Steger-South Chicago Heights Public Library District)
20. Katie Murphy (Hodgkins Public Library District)
21. Jessica Nawrocki (Frankfort Public Library District)
22. Catherine Nemesnyik (Bensenville Elementary School District-Tioga)
23. Donna Powers (Melrose Park Public Library District)
24. Debbie Sheehan (Indian Prairie Public Library District)
25. Karen Skocik (Palos Heights Public Library)
26. Laura Sonnek (Flossmoor Public Library)
27. Manuel Vasquez (Grande Prairie Public Library)

28. Elizabeth Wald (Chicago Ridge Public Library)
29. Chris Wilcox (Hinsdale Public Library)
30. Jane Young (Acorn Public Library District)
31. Kathy Zeleta (Hillside Public Library)
32. Sarah Marshall (Midlothian Public Library)
33. Veronica Trujillo (Melrose Park Public Library District)
34. Carrie Jefferies (Glen Ellyn Public Library)
35. Teri Wilson (Green Hills Public Library District)
36. Debbie Walsh (National University of Health Sciences)
37. Meghan Moran (Oak Lawn Public Library)
38. Stephanie Deyoung (Batavia Public Library District)
39. Tori Stratton (South Holland Public Library)

SWAN staff in attendance:
1. Crystal Vela (SWAN)
2. Sam Dietel (SWAN)
3. Vickie Totton (SWAN)
4. Dawn Tortorella (SWAN)
5. Steven Schlewitt (SWAN)