

Circulation Users Group
Wednesday, February 20, 2019
9:30 – 12:00
RAILS Burr Ridge
125 Tower Drive, Burr Ridge, IL 60527

AGENDA

1. Introductions
2. Quarterly Billing – Panel Discussion Linda DuPree BWS, Julie Lombardo, WRS, Cheryl Pawlak, DGS, Helen Pinder, SWAN
3. MAILRETURNED Status for Patrons – Vicki Totton, SWAN
4. Reports that Circulation departments run for Lost and Paid items for selectors – Brittany Smith, WMS
5. How do libraries handle patron accounts for patrons who have been reported as deceased? – Jorge Perez, RGS
6. How do libraries serve homeless patrons in regard to issuing library cards? - Nathan Hare, OLS

BREAK

7. What are people doing with the NOCA list of BADADDRESS? – Mary Moss, EPS
8. If you charge patrons for faxing, what is the cost? Any difference for in-state, out-of-state? – Mary Moss, EPS
9. Regarding the delivery fine count: I only see last November on the RAILS webpage. Has anyone else signed in? – Mary Moss, EPS
10. How does your Reference Department handle items that patrons have requested be pulled from the shelves and put aside for patrons to come in and pick up? – Stephanie DeYoung, Batavia PL
11. Book club collections – Do libraries loan these to other libraries? Crystal Vela, SWAN
12. Best practices for book discussion books. – Julie Lombardo, WRS
13. Topic for April, 2019 Circ Users Group Meeting: standardizing billable vs. non-billable damage of loan items. Planning only. – Geri Cain, CSD

Next Meeting Dates:

- Circulation Advisory Group- March 20th
- Circulation User Group-April 17th