Committee members present: Sandra Leyva (AMS), Julie Lombardo (WRS), Cynthia Maiello-Gluecklich (MPS), Victoria Muraiti (RFS), Debbie Sheehan (INS), Cheryl Pawlak (DGS), Jessica Nawrocki (FRS), Roberta Richter (LPS), Brittany Smith (WMS), Peggy Tomzik (ESS), and Su Feddersen (BVD)

SWAN staff present: Aaron Skog, Kate Boyle, Crystal Vela, Samantha Dietel, Steven Schlewitt, and Vickie Totton

Visitors present: Emily Cotterman (ITD), Mary Moss (EPS), Kortni Springer (ADS), Crissy Barnat (CNS), Lisa Knasiak (HDS), Leigh Anne Voss (RGS), Debbie Waishaar (CTS), Karen Wiebe (FPS), Norma Rubio (CTS), Linda Dupree (BWS), Felipe Altamirano (MWS), Nathan Hare (OLS), Loretta Bohn (BKS), Kathy Zaleta (HSS), Mary Malach (MED), Michael Szarmach (MAGIC), Sharon Shroyer (RS), Pamela Weber (BLD), Mary Scott (BLD), Christine Lees (DGS), Sandy Frank (TFS), Aaron Wheeler (TFS/LPS), Karla Alba (SFS), Bec McKnight (SCD), Megan Moran (OLS), Jessica Rock (PPS), Donna Donchenko (CSD), Laura Tabor (GED), Bridgette O’Halloran (STS), Pat Sinacore (WCS)

Treats: Thank you to Peggy for bringing treats.

Circulation Updates: Two adjustments to the SWAN Circulation Policy will be going to the SWAN Board for approval.

➢ Section 2) d) Clarify the hold shelf period by amending the policy to read: “The established time an item can remain on the hold shelf at a SWAN library is seven days”.
➢ Section 4) c) Add the sentence: “Processing fees are not included in quarterly billing.” at the end of the paragraph.

Masking PINs: When SWAN migrated to Symphony WorkFlows the PINs were not masked to assist patrons with the changes to their PINs. In the interest of patron privacy and overall database security SWAN is proposing to start masking PINs effective April 16. The committee members were asked if this would cause issues in their day to day procedures. The discussion included the following questions and answers:

Q. Will the libraries still be able to modify the PIN for the patron? A. Yes.
Q. Will the patron still be able to reset their PIN via Enterprise? A. Yes, as long as they have an email address in their record.
Q. Will SirsiDynix be adding the ability to change PINs via text? A. We’re not sure but it is a good idea.
Q. Will WorkFlows auto fill a specific PIN to a new record? A. No, the PIN is a random 4 digit PIN that will need to be reset.

The consensus of the committee members was the information was presented in enough time to inform their staff and patrons of the change and they have no objection to the masking of PINs.

Blocking Academic and Special Library patron cards for public library use: SWAN will be blocking the ability of these cards to checkout at public libraries effective March 27. Public libraries are already blocked from modifying the records.

Turn on “Make hold first in queue” in the Place a Hold wizard: There was a lengthy discussion about the possible abuse of the function. Some of the recommendations to alleviate potential abuse were to make sure library directors are able to see which staff in their libraries are signed up for SWANcoms and
arranging and archiving documentation on the SWAN support site in a meaningful way. There was a unanimous vote to turn this function on in WorkFlows with an announcement explaining it should only be used for generic users to repair an item.

**Patron check-ins at self-checks:** It was recently brought to SWAN Member Services’ attention that some libraries allow their patrons to check in material at their self-check machines. They have done this in order to alleviate checkout limit issues, patrons wanting a checkin receipt, and overall ease of access to patrons. A lengthy discussion followed. There were many concerns voiced regarding this practice including whether it is feasible to have staff members ensuring all items that need to be put in transit or put on the hold shelf actually make it to their destination without other patrons taking the items from the cart.

**Days Closed calendar:** The Library Calendar wizard will be turned on soon. This wizard gives libraries the ability to maintain their own days closed. Member Services will be creating documentation and a video to show libraries how to use the wizard.

**Patron Purge:** The 2018 Patron Record Purge is complete, we will have another purge next year.

**Fine Free User Profile – one profile, one circ rule:** Each SWAN library can request a fine free user profile. The ability to be fine free will be limited to one circulation rule and checkouts at that library.

**Procedures for the On Shelf Item with Holds report:** The documentation for this procedure has been updated; you do not need to click the unfill button.

**Long Overdue Report:** Please send in a ticket if you haven’t started this process yet.

**Billing a User for Damaged RB/ILL Procedure:** We are in the process of updating this documentation and will be sending it out.

**What’s new:**

**WRS:** Can we remove the ability to modify holds because it allows you to change the pickup by location and date which contradicts our Circulation Policy.

When using Deselect in MobileCirc make sure you set up your individual MISSINGXXX user, otherwise it checks the item out to SWANs MISSING user.

Q. Can we find a way to notify patrons when staff cancel their holds because the last available copy is being removed? A. This is something Sam is currently working on and should be turned on soon.

**DGS:** Relocating the Circulation Desk back to its original location and the staff room will be getting a revamp. The changes will take place after Summer Reading. They have purchased a Veri-desk that will allow staff to adjust the height of their workspace so they can stand.

**FRS:** Can SWAN send something official out about the end of the test phase of allowing nonSWAN RB patrons to place holds?

**WMS:** Starting the next phase of their renovation project after May 1.

**RFS:** At the very beginning of their renovation project.