

Chat Log ChatLog Circulation Users 2021_02_17 11_22.rtf

Rebecca Bartlett (LGS) (to Everyone): 9:25 AM: Dee Brennan just emailed the RAILS Directors listserv reducing the required RAILS quarantine to 24 hours!

Crystal (to Everyone): 9:26 AM: We just heard Rebecca!

Carla Hibbard (to Everyone): 9:27 AM: If we have time can we talk about - missing item/only owning library holds? Do people still notify others that their item is missing??

SWAN - Dawne Tortorella (to Everyone): 9:34 AM: See Crystal's online training too - <https://support.swanlibraries.net/tutorial/81970>

Rebecca Bartlett (LGS) (to Everyone): 9:34 AM: If a patron moves from one library area to another, can we modify their patron record from the previous library? I thought we weren't able to modify another library's patron record. I feel like that is where a lot of duplicate patrons come from.

Helen Pinder (to Everyone): 9:36 AM: In the cases of non-SWAN patrons- be sure to assign the due date provided by the sponsoring library.

SWAN - Dawne Tortorella (to Everyone): 9:36 AM: Here's the documentation link Crystal is showing - <https://support.swanlibraries.net/documentation/64687>

Laura Sonnek (to Everyone): 9:36 AM: I believe we can also update email, phone #, notification preference for other libraries' patrons.

Jane Young (to Everyone): 9:38 AM: Peggy, that's what we do as well.

Jane Hebert (to Everyone): 9:38 AM: Is there a way to see the date a patron record was created? It would be helpful when we find duplicates to see how old the records are to see which is the correct address? Though I know this isn't always true.

Debbie Sheehan (to Everyone): 9:38 AM: I think we want to make sure that you use last name/birthdate. There can be many variations of a first name

Jane Young (to Everyone): 9:39 AM: Debbie, we use variations of first

names as well.

SWAN - Dawne Tortorella (to Everyone): 9:39 AM: Non-SWAN user records should never be greater than 1 year.

Elizabeth Wald (to Everyone): 9:40 AM: I also search by birthdate which sometimes helps with hyphenated names.

Jeri Cain (to Everyone): 9:41 AM: when duplicate accounts do exist - who should remove the original?

Rebecca Bartlett (LGS) (to Everyone): 9:41 AM: I have seen several instances, particularly with BFS patrons that are set to USER LOST CARD, and they move to LGS and we are unable to modify their BFS patron record to make it an LGS patron record.

Helen Pinder (to Everyone): 9:41 AM: Jane, you can see the Privilege Granted Date in the Display User glossary.

SWAN - Dawne Tortorella (to Everyone): 9:42 AM: If you aren't sure, you can submit a ticket and we will try to mediate which library should review/remove.

Jane Young (to Everyone): 9:43 AM: we put a note in records containing the date.

Sarah Brown (to Everyone): 9:44 AM: be careful if user is in need of their reading history

Vickie Totton (to Everyone): 9:45 AM: It is VERY important to follow the Online Patron Registration documentation

<https://support.swanlibraries.net/documentation/68769>

victoria muraiti (to Everyone): 9:47 AM: Years ago I did

victoria muraiti (to Everyone): 9:47 AM: But not anymore

Jeri Cain (to Everyone): 9:47 AM: Just recently - profile has changed to lostcard and I can't modify.

Laura Sonnek (to Everyone): 9:47 AM: Haven't seen it.

SWAN - Dawne Tortorella (to Everyone): 9:48 AM: We can check some of those Rebecca to verify if this is still a problem.

Rebecca Bartlett (LGS) (to Everyone): 9:49 AM: I always email the home library to remove the duplicate patron record.

Laura Sonnek (to Everyone): 9:51 AM: We haven't discussed it here yet.

We do have unincorporated areas, so we will have to think about the process.

Rebecca Bartlett (LGS) (to Everyone): 9:52 AM: We aren't advertising Cards for Kids, but I am working on procedures, to cover patrons in La Grange Highlands and Indian Head Park.

Laura Garcia HKS (to Everyone): 9:54 AM: And its just for kids correct?

Helen Pinder (to Everyone): 9:54 AM: So it's not necessarily the nearest library. It's the service area where the student attends.

Dana G (to Everyone): 9:54 AM: We are doing this at St. Charles. We have a spreadsheet with all the info pertaining to the child that comes from the schools in our district. Circulation staff can access this spreadsheet to register the child/children.

Jeri Cain (to Everyone): 9:56 AM: Our school librarians are on top of this and will send those applicants to us.

Pamela Kamin (to Everyone): 9:58 AM: This link provides a clear explanation of the Cards for Kids Act.

https://www.citizenadvocacycenter.org/uploads/8/8/4/0/8840743/cards_for_kids_act_citizen_guide.pdf

Laura Garcia HKS (to Everyone): 9:59 AM: Thank you for sharing the link Pam!

Steven Schlewitt (to Everyone): 10:01 AM: For reference, here's our Library Locker Panel recording:

<https://support.swanlibraries.net/tutorial/84589>

Lucas McKeever (to Everyone): 10:01 AM: Thank you!

SWAN - Dawne Tortorella (to Everyone): 10:11 AM: Also there is a thread in the forums on lockers -

<https://forums.swanlibraries.net/t/lockers-for-hold-pickups/769>

Stephanie - BLD (to Everyone): 10:12 AM: I was part of the RFID implementation process.

Rebecca Bartlett (LGS) (to Everyone): 10:13 AM: At LGS, we decided to implement RFID and tag the collection in 2014, before we migrated to SirsiDynix in 2015. We turned on the RFID gates the same week we migrated.

Carol Miller (to Everyone): 10:13 AM: I was not part of the implementation process, but I do know every item is tagged.

Vickie Totton (to Everyone): 10:17 AM: There is a SWAN RFID Users Group that meets again Thursday April 22 at 10 AM. If your library is interested in implementing RFID you can attend the meeting.

Vickie Totton (to Everyone): 10:17 AM:
<https://support.swanlibraries.net/meeting/81815> is the link for the meeting

Rebecca Bartlett (LGS) (to Everyone): 10:18 AM: LGS is no longer using Unique collections as of 2020. We are completely fine-free so patrons only pay fees for lost items.

Steven Schlewitt (to Everyone): 10:19 AM: For RFID questions in the forums: <https://forums.swanlibraries.net/c/technology/11>

Debbie Sheehan (to Everyone): 10:19 AM: We went back to Unique several months ago.

Helen Pinder (to Everyone): 10:19 AM: 13 SWAN libraries have resumed Collections processing.

Debbie Sheehan (to Everyone): 10:19 AM: We did it because we had some patrons with huge amounts due. There was no reaction from patrons

Jane Young (to Everyone): 10:20 AM: We started 1/7/21 and have received many returns since.

Stephanie - BLD (to Everyone): 10:20 AM: We have not resumed yet but are considering. I would feel more comfortable if we extended the timeframe before a patron went to collections.

SWAN - Dawne Tortorella (to Everyone): 10:20 AM: We could confirm, but I believe Unique's "gentle nudge" contact has taken pandemic into account in communicating with patrons.

Helen Pinder (to Everyone): 10:21 AM: Your collection threshold can be modified if you want to raise it up in the short term.

Patricia Sinacore (to Everyone): 10:21 AM: WCS has been open since June and our book drops have never been closed. We just returned to Unique last week.

Debbie Sheehan (to Everyone): 10:22 AM: We raised our threshold up to \$40. We did not do a marketing push when we resumed Unique.

Laura Sonnek (to Everyone): 10:22 AM: We ran a report of our patrons with bills and called and emailed them up to 2 times. A lot of materials were returned then.

Vickie Totton (to Everyone): 10:22 AM: If you want to contact patrons that would be submitted to Unique before you resume you can open a ticket for us to help you with a report of those patrons

Vickie Totton (to Everyone): 10:23 AM: Of course by "us", I mean our collections guru Helen

Helen Pinder (to Everyone): 10:23 AM: Haha!

Rebecca Bartlett (LGS) (to Everyone): 10:24 AM: Our patrons are still blocked for any overdue items more than 21 days, so they still have to bring the items back.

Jennifer Hovanec (to Everyone): 10:25 AM: Just my two cents: After 10 years, a library or DVD would have far outlived its circulating life. I'd forgive that amount, and authorize my staff to do the same. The goodwill that someone will feel is worth more than that in the long run of a library budget.

Laura Sonnek (to Everyone): 10:25 AM: We are pretty flexible if it is late fees and our library's billed material if it has been a couple years. Pretty situational.

Jennifer Hovanec (to Everyone): 10:25 AM: I like the situational approach.

Elizabeth Wald (to Everyone): 10:26 AM: Yes. Very situational. Were they just overdue fines? Our books? Another libraries? Was it a former child's account and now the patron is an adult?

Sarah Brown (to Everyone): 10:26 AM: this is a sore spot, how much is too much what message do we need to send

Vickie Totton (to Everyone): 10:27 AM: If a patron with a delinquent/blocked card from another library moves to your service area and you forgive bills, your library will only be billed for MATERIAL, not overdue fines. Fines are not included in quarterly billing.

Helen Pinder (to Everyone): 10:27 AM: Remember to forgive your bills only; not other libraries'.

Elizabeth Wald (to Everyone): 10:28 AM: Overdue fines are much easier to forgive as it is \$\$ the library never actually had.

Patty St.Charles (to Everyone): 10:31 AM: I use BCA reports to run a monthly report of missing items. We conduct two shelf checks then send the report over to the selectors for follow up. We have a Billing Specialist who also uses BCA to run pre-billing reports so we can check the shelf for items before a patron gets billed.

Jane Hebert (to Everyone): 10:36 AM: we just moved to 24 days with RAILS

Jane Hebert (to Everyone): 10:36 AM: hours

Debbie Sheehan (to Everyone): 10:36 AM: I think we will follow RAILS and reduce the time to 24 hours

Elizabeth Wald (to Everyone): 10:36 AM: We'll also follow RAILS lead.

Sarah Brown (to Everyone): 10:36 AM: we're still 7 days

Laura Sonnek (to Everyone): 10:36 AM: We are still at 7 because we finally got patrons use to it and don't want to change. Staff is still concerned with the Covid variants.

Kathy Semrick (to Everyone): 10:37 AM: Will follow RAILS lead, as well. Town and Country Elburn

Carla Hibbard (to Everyone): 10:37 AM: GVD is at 3 days but will for sure go with Rails

Carol Miller (to Everyone): 10:38 AM: SGPL is at 4 days. Management staff have not discussed what we want to do with the current information yet.

victoria muraiti (to Everyone): 10:38 AM: We are at 5 days

Jennifer Hovanec (to Everyone): 10:38 AM: I will be bringing this to my management team to discuss. I will recommend following RAILS lead, but with any decision, I try to lag the bigger group decisions before making any changes for a week or two to give a buffer.

Stephanie - BLD (to Everyone): 10:38 AM: Does RAILS give justification for reducing? The REALM study showed items that still had the virus

present at 7 days.

Jennifer Hovanec (to Everyone): 10:39 AM: If we've learned anything this year is that things change SO quickly. Why not allow ourselves some space.

Crystal (to Everyone): 10:41 AM: Here is a Rails page for you all to review <https://www.railslibraries.info/issues/178451>

Laura Sonnek (to Everyone): 10:43 AM: We are full hours, 7 days a week, and up to 20 patrons can be in the building per 1 hour and 15 minute appointment shift. We have a small staff and moved staff to be spread out.

Carol Miller (to Everyone): 10:44 AM: We also have reduced hours, 6 hours 3 days a week and 4 hours 2 evenings a week. However, we only have 15 staff members total. Some managers are occasionally working from home, but that has been the only staffing change.

Sarah Brown (to Everyone): 10:45 AM: i'm recommending that we do a post for pandemic positions

Elizabeth Wald (to Everyone): 10:45 AM: I highly recommend doing a library renovation during covid. Definitely helps to keep staff separated! Add chuckle. But seriously....we kinda planned our new circ desk with social distancing in mind. And we are still running on reduced hours.

Jeri Cain (to Everyone): 10:45 AM: For training we use screen share, zoom and other no contact training. Of course the SWAN training opportunities work very well.

Jill Larson (to Everyone): 10:46 AM: We also find screen sharing helps in training, too.

Elizabeth Wald (to Everyone): 10:47 AM: We still have all our manager's meetings on Zoom even though we might all be in the library building at the time.

Sarah Brown (to Everyone): 10:50 AM: I make sure that requests for earned time are honored

Jane Hebert (to Everyone): 10:50 AM: SirsiDynix Events WEBINAR: Increasing Morale in the Workplace today at 12. I'm signed up may be space?

Laura Sonnek (to Everyone): 10:51 AM: Snacks, goodies, and making sure to talk to staff members everyday to see how they are doing. We also put up a big white board for positive messages/appreciations.

Carol Miller (to Everyone): 10:51 AM: It's a small thing, but I try to thank my staff every day for something specific that they took care of, or any positive demeanor that I noticed. I also try to assign tasks according to preference, so people aren't stuck doing things they don't enjoy.

Jill Larson (to Everyone): 10:52 AM: We have a committee that comes up with all sorts of fun activities that all are welcome to participate in. And we tend to bring in packaged treats, but I love the soup idea!

Pamela Kamin (to Everyone): 10:52 AM: At BLD, we gave Circ staff Valentines that included 2 K-cups (we have a Keurig in the break room), an individually wrapped milano cookie and some hershey kisses.

SWAN - Dawne Tortorella (to Everyone): 10:53 AM:
<https://www.sirsidynix.com/events/>

Teri W. -GHPLD (to Everyone): 10:53 AM: Packaged treats, beads for Mardi Gras, wear your favorite Holiday apparel. Just to name a few.

Teri W. -GHPLD (to Everyone): 10:54 AM: your welcome

Teri W. -GHPLD (to Everyone): 10:55 AM: Exactly, it makes a difference.

Laura Sonnek (to Everyone): 10:56 AM: I get a report from SWAN of these holds (maybe I subscribed to it). We go in and cancel the hold.

Laura Sonnek (to Everyone): 10:57 AM: *our patron's hold. We do look for another record to replace the hold. We did try to contact patrons but stopped as it was our heavy users and they are pretty savvy with the catalog.

Carla Hibbard (to Everyone): 10:57 AM: we always did- but?

Dana G (to Everyone): 10:57 AM: Our selectors use the report to decide whether to replace or send to ILL. We do not call other libraries, but follow up with the patron.

Vickie Totton (to Everyone): 10:58 AM: SWAN sends the last copy report out every Tuesday.

Laura Sonnek (to Everyone): 10:59 AM: We stopped after the reports started being sent.

Sarah Brown (to Everyone): 11:00 AM: we follow up w/patron and offer OCLC we don't notify other libraries

Sarah Marshall (to Everyone): 11:01 AM: Same as Sarah, I follow up with our patron and ask if they want it requested through OCLC. I don't notify other libraries

Jane Young (to Everyone): 11:01 AM: Same

Carla Hibbard (to Everyone): 11:03 AM: thanks

Elizabeth Wald (to Everyone): 11:03 AM: Same as Sarah & Jane.

Sarah Brown (to Everyone): 11:04 AM: are we talking about missing or last copy? they are not the same

Vickie Totton (to Everyone): 11:05 AM: Missing is included in the last copy report

Carla Hibbard (to Everyone): 11:06 AM: We have grab and go - popular items books and DVD's - currently we also have a tax form display

Vickie Totton (to Everyone): 11:08 AM: The last copy report includes DISCARD, MISSING, all forms of LOST AND MISSTRNSIT.

Sarah Brown (to Everyone): 11:08 AM: reference is using the windows facing out for some displays

Karen Skocik (to Everyone): 11:09 AM: At Palos Heights, our display case is reserved through me being the Circ Manager. We have not filled it since last March as the collections are viewed by patrons and become a gathering spot. Post pandemic, it will be filled with patron collections who reserve it for the month.

Carol Miller (to Everyone): 11:09 AM: During covid the library has the table where patron checkouts go when the patron doesn't want to come into the library itself, craft kits, and things for the patrons to take - newspaper, coloring sheets, movies and books that are coming to the library soon.

Crystal (to Everyone): 11:09 AM: In regards to this topic is anyone requesting items and checking them out to their display users?

Carol Miller (to Everyone): 11:09 AM: lobby, not library*

Laura Sonnek (to Everyone): 11:10 AM: We have a locked, lighted, glass case. The administrative assistance takes applications from people for

monthly displays. Believe they have to be non-profit groups. If library staff wants to use it for summer reading, Black History Month, etc. we get priority for the case.

Sarah Brown (to Everyone): 11:10 AM: they monitor

Rebecca Bartlett (LGS) (to Everyone): 11:10 AM: We use the DISPLAY_L (Lobby) location, we don't check it out to a Display User.

Vickie Totton (to Everyone): 11:12 AM: If the item is checked out to a display user it will not appear on your pull list

Lucas McKeever (to Everyone): 11:12 AM: thank you, Vickie! My mind blanked

Jane Young (to Everyone): 11:13 AM: We use display user and only use items belonging to us.

Jane Young (to Everyone): 11:15 AM: our newspapers are in library use only

Carla Hibbard (to Everyone): 11:15 AM: We just reintroduced papers - for in building use- we make copies of the NYT puzzle every day for them to take.

Jane Young (to Everyone): 11:15 AM: We ask them to limit time to 2 hours or less since our max computer time is also 2 hours

Laura Sonnek (to Everyone): 11:15 AM: We cancelled out papers for now. We also do not have any tables or seating available. People can only come in for browsing and computer/copier/fax use.

Jane Young (to Everyone): 11:16 AM: we have one chair available for reading the newspaper

Jane Young (to Everyone): 11:16 AM: and it is not a comfortable one!

Carol Miller (to Everyone): 11:16 AM: To take home, but only during Covid. We might adjust this as we are learning that there is less risk than originally thought with the virus and materials. Our original thinking was that it wouldn't work to quarantine the papers, because then they would be out of date.

Carla Hibbard (to Everyone): 11:17 AM: we are basically back to normal- hours etc. masks must be worn, and only 100 people in our new large building. we never go over 50-60

Jane Young (to Everyone): 11:20 AM: Yes! we went to NEVER depending on this

Jane Young (to Everyone): 11:21 AM: Thanks everyone.

Teri W. -GHPLD (to Everyone): 11:22 AM: Thanks Everyone. Such an informative meeting.

Laura Garcia HKS (to Everyone): 11:22 AM: Thanks everyone!

Carol Miller (to Everyone): 11:22 AM: Thank you!

Sarah Brown (to Everyone): 11:22 AM: thank you

Laura Sonnek (to Everyone): 11:22 AM: Thank you!

Kathy Semrick (to Everyone): 11:22 AM: Thanks!

Anees Shaikh (to Everyone): 11:22 AM: thank you

Patricia Sinacore (to Everyone): 11:22 AM: Thanks!

Jill Larson (to Everyone): 11:22 AM: Thank you! Stay warm!