

System Managers Meeting January 13, 2004

- I. **SLC Library Visits** – Kristen and Tammy have visited a few libraries already. Many libraries still have not signed up for a visit during January or February. If your library is still interested, please email slcstaff with the date and time you are interested in.

- II. **Five Greatest System Challenges Review**
Kristen distributed the final tally of the top five issues with SIRSI that SLC will work on resolving this year. Tammy read **Release 2003.1** documentation and thinks that bill notices giving the bill total amount on them may be fixed. This list will be sent to SIRSI to begin SLC work after approved by Council.

- III. **Two Processes Review**
In the 2003-04 Annual Plan, the Council has asked System Managers to determine two processes that they would like reviewed to determine staff and/or software inefficiencies to make work smoother. The two processes that will be recommended to Council are:
Creating orders in acquisitions
Adding new bib records
 - Kristen handed out lists of items with the LOCATION of “ON-ORDER” for libraries to review and/or delete.

- I. **Your Items Returned At Another Library**
Tammy reminded staff of the current Loan Policies Chart available on the web at www.libcoop.net/instructions.html. Libraries should not refuse to accept materials from another library if that library allows their materials to be returned at other locations. Some libraries have stickers on their materials stating that the material must be returned to the owning library. Please try to keep this in mind, although many times patrons return items in the book drops without staff intervention.

Libraries noted that returns to CMPL libraries can take up to 4 days to get back to the owning library. Please let patrons know that their record on Sirsi may say overdue for a few days before the item gets back to the owning library.

- II. **ILL Users**
Kristen asked about ILL cards at member libraries. Some use individual cards for their library, some use a shared card. Kristen will ask Kim what works best. Many libraries use own card so that they can keep track of overdues.

- III. **Cleaning Out Report Templates**
Reminder to remove report templates if you are not using them. If you do keep these templates, please rename them with your library’s three letter code in CAPS then the report name.

- IV. **Round Robin SIRSI Problem Discussion**
The removal of CMM,CMN,CMS and the addition of SLC and MILE as new libraries

on the system was supposed to be completed yesterday (Jan 12th), but was not. It is being worked on today and should be completed within a day or two.

CHE – patron notes are being shared with patrons by libraries printing out patron records for them. Attendees asked if SLC could get an attorney's opinion regarding the ownership of the records (does patron own info? Are notes private? Can patron ask for printout of record?)

All notes should include the date, library, and staff initials.
Remind staff to be tactful with notes – state just the facts.
Kristen will determine if a report can be run for libraries to get printouts of notes in patron records to review them.

CHE – Book hasn't been received at a library on MiLE and got the book back. Used the feedback button three times, but there has been no response. What's up? Will give to Vicki to fix.

UPL – When in ibistro, you do a search, then change the view from UPL to ALL, but it doesn't show ALL libraries. SLC will check on this.

WPL – When issuing new user cards, please check the name of the patron, but also driver's license and birthday. Patrons are trying to get multiple cards by adding an initial to their name and checking out many av materials that have limits on them. Would like to know if the system can limit the number of certain itypes that patrons can check out. SLC will check if this is a system control or individual item type.

Also wanted us to know that there will be a millage vote in March for the library. If it does not pass, the three southern Warren branches will close July 1, 2004.

LEN – would like to know if other libraries limit the total number of items that can be checked out on a patron card? Some libraries limit subject areas or av items but not the total items out. SLC will check to see if the system can do this.

Also wanted to know what libraries do with patrons that have a library card that is blocked, so then use child's card to avoid paying fees due on their own card. Libraries can't avoid this, although some mentioned that if the child's card is blocked that they can then block the parent's card because they are responsible for the child's account.

Discussed SLC policy that patrons are blocked when they owe \$5.00 or more and/or have 5 or more overdue items. This is a systemwide policy. Tammy will check to get history of policy.

ROG – Would like to know if we could start using the "shelving cart" location for 1-2 days after item is returned. SLC will check to see if this is systemwide or by itype.

V. Next Meeting

The next meeting is February 10th at 9:30am at MCL.