

## CCS Circulation Technical Group

January 8, 2021

9:30 – 11:00 am

Zoom

### 1. Call to Order

- a. Chair A. Thomas (PHK) called the meeting to order at 9:31 am.

### 2. Approval of Minutes

- a. N. Haselhorst (CPQ) motioned and K. Bolton (MUK) seconded to approve the drafted minutes from the October 9, 2020 Circulation Group meeting.

### 3. Additions to the Agenda

- a. None.

### 4. Officer Reports

- a. None.

### 5. CCS Staff Reports

- a. M. Fujiura-Landers reported that the training database will be updating to version 6.7 on Friday, January 15. It will begin updating early in the morning but staff should be aware the training database may be unavailable that day. The production server will not be updated at this time and will remain in version 6.5 for the foreseeable future. M. Fujiura-Landers reminded attendees about the option of library card pre-expiration notices.
- b. D. Wischmeyer reported that the phone notices are back to normal after being extended to accommodate the large number that had queued up earlier in the week. D. Wischmeyer updated attendees on the progress of CCS's website redesign. CCS has selected two finalists from a number of bids and hopes to have the newly redesigned website up in summer 2021. Finally, D. Wischmeyer reported that CCS has signed on to be a Vega Discover partner, allowing them deeper involvement in a potential replacement for the current PowerPAC. Work will begin in March.

### 6. Old Business

- a. None.

### 7. New Business

#### a. Missing Part Check-in Mode demo in Leap

- i. M. Fujiura-Landers presented on the Missing Part Check-In Mode in Leap. Libraries can use this mode to check in returned materials missing pieces that were originally checked out at their library. This mode is completely optional and libraries can continue to use their established workflow. Documentation is available on the Learning Portal and will be linked in the January 8, 2021 edition of CCS News.

#### b. How are libraries handling the pressures of same day pickup? How many does your library allow and are there any restrictions?

- i. Discussion ensued among the group, with the majority of attendees saying that had no restrictions in place. A. Thomas (PHK) noted that Prospect Heights has had many same-day appointments but has been able to fulfill them. In an effort

to address how time-intensive it is, they created a video to share with the public regarding the work behind curbside. Video can be seen [here](#).

- c. Do any libraries have a drive-up window and a book drop in the same location? Is this a problem for patrons?**
  - i. This issue seems to be split among libraries, with B. Husak (ALK) noting that some patrons have complained about the wait. L. White (EAK) stated that Ela has widened their drive-up lane. J. Gibson (CLK) asked if this issue was brought on by COVID-19 or was an already-existing issue, and the split remained for this question as well.
- d. Staff is exhausted! How are you keeping their spirits up?**
  - i. Discussion ensued with candy and food trucks being the primary means. N. Filatre (PHK) said that having staff working in teams has helped quite a bit, but the majority of attendees stated that it's been difficult. Circulation staff have been taking the brunt of the work while library buildings are closed.
- e. How are libraries who have eliminated expiration dates keeping their patrons' contact info current?**
  - i. Discussion ensued among attendees, with B. Husak (ALK) stating that Algonquin verifies the patron's information when they check out using the app or their photo ID.
- f. What are best practices for using Daily Clean Hold Shelf and the In-Transit Overdue reports?**
  - i. Attendees noted additional reports they use to keep track of materials and patron notifications. K. Hegelund (WLK) uses the Daily Notice Delivery Report to confirm if items weren't renewed for patrons. T. Sergel (LFK) uses the Notice Failure reports found in the Production server.
- g. How many libraries leave their games in their open holds section? Are they locked?**
  - i. Most attendees stated that their libraries either keep the games on the holds shelf but keep the case locked or games are kept behind the circulation desk. D. Jenkins (DPK) clarified that games from other libraries remain on the holds shelf.
- h. How can we get creative (have fun!) with our Zoom meetings?**
  - i. R. Scarpelli (PAK) utilizes the staff channel on Teams. T. Sergel (LFK) has a group chat going to allow staff to share personal triumphs and fun images to keep things upbeat and lighthearted.
- i. Parking Lot – Are libraries allowing new or renewed RBPs to be put into the system?**
  - i. Brief discussion ensued with T. Sergel (LFK), J. Ray (MGK), and A. Thomas (PHK) saying their libraries will attempt to verify as long as they can reach the home library. L. Firman (LVK), G. Vehlow (GRK), and R. Lloyd (WGK) stated that their libraries are not.

## **8. Adjournment**

- a. T. Sergel (LFK) motioned to adjourn the meeting and P. Pavelski (ZIK) seconded. The meeting adjourned at 10:57 am.

Library	Attending
Algonquin	Belinda Husak
Cary	Nina Haselhorst
Crystal Lake	Brent Michalski, Julie Gibson
Des Plaines	Laurie Papadourakis
Ela	Laurie White
Evanston	Gabriela Mansera
Fox River Valley	Keri Carroll
Fremont	Karen Bolton
Glencoe	
Glenview	
Grayslake	Ginnie Vehlow, Tiffany Pruitt
Highland Park	
Huntley	Donna Klehr, Denise Wahl
Indian Trails	Sydney Clark, Donna Ramirez, Rosa Lloyd
Lake Forest	Tori Sergel
Lake Villa	Lynn Firman
Lincolnwood	Ruchi Sharma, Vandana Sehgal
McHenry	
Morton Grove	Jeffrey Ray
Niles-Maine	
Northbrook	Danny Quinlan
Palatine	Jennifer Sobel, Rosalie Scarpelli
Park Ridge	
Prospect Heights	Ann Marie Thomas, Nancy Filatre
Round Lake	Alisha Smaby, Maggie Rodriguez
Wilmette	Kim Hegelund
Winnetka-Northfield	Katie Cangelosi, Courtney Volny
Zion-Benton	Kris Nichols, Mollie Brumbaugh
CCS	Debra Wischmeyer, Mieko Fujiura-Landers
Guests	Ricardo Hernandez (Prairie Trails Library)