

CCS Circulation Technical Group

October 9, 2020

9:30 – 10:30 am

Zoom

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

1. Approval of Minutes

- a. L. Papadourakis (DPK) motioned and N. Haselhorst (CPQ) seconded to approve the drafted minutes from the July 10, 2020 Circulation Group meeting.

2. Additions to the Agenda

- a. N. Haselhorst (CPQ) – Asked how fine free libraries are handling long overdue patrons. This question will be addressed under New Business in today's meeting.

3. Officer Reports – None

4. CCS Staff Reports

- a. M. Fujiura-Landers reported smooth migration. CCS was able to auto-merge 8760 duplicated records. 140 patron records cannot be auto merged (due to holds to be picked up or collection issues). A little over 300 records with different names/addresses were rejected by the auto-merge process so CCS will go through them manually. Interlibrary loan records were not merged and can be manually merged. Libraries may contact CCS to have these merged.
- b. RAILS closed on November 3rd due to Election Day.
- c. M. Brumbaugh (ZIK) stated that they are waiting for a judge's legal opinion due on October 15th which will determine if Libraries and Library Districts are to be closed on Election Day.

5. Old Business – None

6. New Business

- a. **Volunteers for secretary** – M. Fujiura-Landers asked if anyone would like to put their name in to for volunteer for Secretary for Circulation Technical Group. K. Carroll (FRV) volunteered. In favor: all Opposed: none
- b. **Missing Switch games** – P. Pavelski (ZIK) shared her suggestion to prevent missing Switch games while in transit by putting Switch games into a sealed envelope so that they are out of view and only to be opened by the library it is sent to.
L.Papadourakis (DPK) added that she noticed that some incoming blue bins had not

been sealed with plastic zip ties; allowing anyone to have access to the contents of the bins. A.Thomas (PHK) will send email to RAILS regarding this.

- c. **How are libraries handling in-library patron visits** – M. Swift (CLK) described day to day process at CLK and asked how other libraries were dealing with Covid requirements and patron visits. There was a general discussion with various libraries sharing their experiences including: number of patrons allowed in the building and how to count them, libraries with separate work teams on separate days, curbside pick-up with specific appointments, shortened open hours to the public, quarantine of books & items touched by patrons, closing mid-day for deep cleaning, social distancing, computer time limits for patrons, assisting patrons to quickly find their items and not linger at the library, masks for patrons which led to a discussion about Code of Conduct and police departments working with libraries.
- d. **Long over-due patron accounts** – N. Haselhorst (CPQ) presented an issue about patrons wanting to check out items when they have a long over-due item on their account. They often state that it has been returned but is in 7 day quarantine. Various suggestions included: offering to check out item on their spouse's or child's card, allowing check-out if only one item is long-overdue as opposed to many, allowing and trusting Circulation staff to make the best decision at the time.
- e. **Free Days** – M. Fujiura-Landers mentioned CCS can re-set default time space for free days.
- f. **Collections** – A brief discussion about libraries deciding whether or not to go back to practice of collection agencies during time of Covid.
- g. **Expiration Dates** – M. Fujiura-Landers read a question in the chat about Library card expiration dates and proof of address. R. Smith (HPK) provided a website (tax.lakecountyil.gov) that is helpful in determining such proof as it indicates taxpayers at any given address in Lake County. Would be helpful for homeowners but not for patrons residing in rentals.
- h. **Patron Codes** – D. Jenkins (DPK) shared that it is possible to change the status of a patron in LEAP so that they are only able to use electronic resources, not able to check out physical books. When Covid is over and patron is ready to enter the library they can show their current ID and resume privileges for all checkouts. The setting is in Patron Code and is "Digital/e-resources use".
- i. **Passport Services** – M. Fujiura-Landers read a question in the chat about passport service at libraries and any safety measures in place. A. Thomas (PHK) stated that walk-in appointments were being done at PHK before the building was closed for renovations. PHK is looking for outside locations to handle passport service appointments during renovation. Other libraries have not re-opened for passport services.

M. Brumbaugh (ZIK) motioned to adjourn the meeting and N. Haselhorst (CPQ) seconded. The meeting adjourned at 10:31 am.

Attendance

| Library | Attending |
|---------------------|--|
| Algonquin | Belinda Husak |
| Cary | Nina Haselhorst |
| Crystal Lake | Devaki Namboodiri, Julie Gibson, Mari Swift |
| Des Plaines | Dana Jenkins, Laurie Papadourakis |
| Ela | Laurie White |
| Evanston | Kim Hegelund |
| Fox River Valley | Kerri Carroll |
| Fremont | |
| Glencoe | |
| Glenview | |
| Grayslake | |
| Highland Park | Robin Smith |
| Huntley | |
| Indian Trails | |
| Lake Forest | Choosri Goebel |
| Lake Villa | Lynn Firman |
| Lincolnwood | Ruchi Sharma |
| McHenry | |
| Morton Grove | Jeff Ray |
| Niles-Maine | Athena Crouse |
| Northbrook | |
| Palatine | Jennifer Sobel |
| Park Ridge | |
| Prospect Heights | Nancy Filatre, Dorothy Kim, Connie Norman, Ann M. Thomas |
| Round Lake | Jian Rao, Maggie Rodriguez, Alisha Smaby |
| Wilmette | |
| Winnetka-Northfield | Katie Cangelosi |
| Zion-Benton | Mollie Brumbaugh, Paula Pavelski |
| CCS | Mieko Fujiura-Landers |
| Guests | Kathy Dejnowski (Thornton Public Library) |