CCS/ILL Technical Group
June 2 , 2022 9:31-10:37
VIA Zoom
Minutes Recorded by Maryellen Essig, ILL-Tech 2021-2022 Secretary

Attended by M. Fujiura-Landers, D. Wischmeyer (CCS), S.Boldt (CPQ), J. Gibson (CLK), M. Fornal, E. Rowe (DPK), K. Carroll, A. Jozwiak (DUK), K. Bolton (MUK), T. Pruitt (GRK), N. Smyrnova, P. Buehler (WGK), J. Kennedy (LFK), J. Janavicius (LVK), L. Rex (MJK), M. Essig (NIK), A. Goese (NBK), T. Letrich (PRK), S. Bochula, A. Thomas (PHK), J. Rao (RLK), A. Jung, L. Neidorf, K. Hegelund (WLK), P. Pavelski (ZIK).

1. Call to Order 9:31 a.m.

2. Additions to the Agenda: One addition to the agenda: Update of the REALM study.

3. Approval of Minutes: K. Carroll (DUK) motioned to approve the minutes from February 24, 2022 and A. Thomas (PHK) seconded. Minutes Approved.

4. Officer Reports: Chair J. Kennedy (LFK) reported on what was being covered at the meeting.

5. CCS Staff Reports:

 A. M. Fujiura-Landers (CCS): Next year’s meetings will be virtual. August 25, 2022, February 23, 2023 and May 18, 2023. Dates will also be available on the CCS calendar.
 B. Nominations for the CCS Advisory members are being accepted through June 10. If interested, see your director.

6. Old Business: None

7. New Business:

 A. Election of the FY22-23 ILL Technical Group Officers: M. Fujiura-Landers (CCS) thanked the past officers. Stephanie Kemp (HPK) will be Chair for next year. Current Officer openings are for Vice-Chair and Secretary. Jeanie Kennedy (LFK) volunteered to be Vice-Chair/ Chair-elect and Maryellen Essig (NIK) volunteered to be Secretary. The floor was open to additional self-nominations. No additional nominees. Nominees were uncontested therefore no formal vote was required. Jeanie Kennedy (LFK) will be Vice-Chair/ Chair- elect and Maryellen Essig (NIK) will continue as Secretary.

B. Review and approval of drafted Lost and Paid ILL Procedures: M. Fujiura-Landers (CCS) went over the
procedures. Question about finding old records. They should be located in **the Request Manager**. The status should be **received.** They would be marked **lost**. You can sort the ones that say **lost**. Question regarding default charge 25.01. Should procedures be amended to address modifying the charge? Default charge can be changed, please contact CCS. Question: How to modify old records after billing. It was decided that M. Fujiura-Landers (CCS) will add a note to the procedures about what to do to adjust billing fee. Voting was delayed to the August meeting. If you need to reference documentation on how to do adjusted billing fee reach out to M. Fujiura-Landers at CCS.

C. CCS Resource Sharing Policy: D. Wischmeyer (CCS) presented the new resource sharing policy that was approved by the Governing Board in April. This policy establishes basic guidelines for hold settings and sharing of materials. Goal is to minimize barriers for holds. The policy says new Items must become holdable to any patron within 90 days of acquisitions. Policy asks libraries send out any items that can be safely lent to other libraries. Hot and Special collections are still allowed. Here is the link to the FAQ page regarding this policy. <https://www.ccslib.org/training/ccs-resource-sharing-policy> The full policy is at the CCS Governing Board Policies manual on page 42. Items can still be labeled new according to your policies. Comments: concern about items with multiple parts coming back complete. Suggested: Future Agenda item to see how libraries are handling return of these items. Suggested: Call patron that returned the item to the wrong library. Policy will roll out July 1.

D. Upcoming OCLC reclamation: D. Wischmeyer (CCS) reported that CCS is participating in the OCLC offer to reset holdings for free. This will update the accuracy of records. Typically, CCS sends updates monthly which covers new and deleted items. This update will cover ALL holdings.

E. ILDS delivery delays and mishaps. This was tabled until the August meeting.

F. Temporary RFID tags: J. Kennedy (LFK) lead a discussion of using temporary RFID tags. Is there an overlap with existing RFID tags? Permanent vs temporary? Comments about a lot of returned temporary tags. Do they need to be treated differently? Having tags makes less work for Circ staff for patrons with multiple ILLs. Don’t have to call patron to see if they had an ILL that did not get checked out.

How does it affect the patron experience? Many libraries train patrons to scan the barcodes on self-checkout. Des Plaines has Branch Manager gates that detect if an item has not been checked out. Park Ridge and Wilmette and Northbrook tag items from bins. Tags get mixed up with different items.

Comments about how much time clearing and coding of tags. Storage of tags. How to keep tags in books: Paperclips, removable tape, tape may damage items and what to attach tags too. White card stock with library logo. Index cards. Concerns about storage. Cost of tagging may be prohibitive for smaller libraries. The time of tagging items.

White board—

Cost of business—not having RFID tags returned.
Patron learning curve with untagged items.
Time of tagging items—encoding each temporary tag.
Some out-of-system items may not be able to use with the native barcode.
How/Where attached? Index cards, Neenah Bright White Paper premium cardstock (with logo)
How many in reserve—few hundred.
How stored? In small bins—labeled to-be-cleared, to-be-used.
Out-of-system:
tagged out of system will be checked out at self-check with standard period.
Not tagged and held behind desk.
ILL items default to non-circulating so patron will come to desk and ask staff to assign the correct date.

Here is the link to the RFID pictures folder[Temporary RFID Tag Pictures](https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fccsliborg.sharepoint.com%2F%3Af%3A%2Fs%2FCCSTraining%2FEryp7v-WsLNCrxWYmSlyeVYBbrehpp8dFySsMBKJjESn9g%3Fe%3DRDLyTe&data=05%7C01%7Cmessig%40nileslibrary.org%7C3201a00c70a247d5316708da44d40747%7C61613fe9b3d0469ab60fc4c8cb0665f1%7C0%7C0%7C637897974701362530%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=K45ZufPxjX1MJxyED%2BSZMmbPq5Lpn1HEDII8DLpjODQ%3D&reserved=0) .

If you are going to try the RFID temporary tags, alert other libraries

G. ILL library accounts in Polaris: M. Fujiura-Landers lead a discussion:
 A. When mailing or billing a library where do you look for address/institution information?
 Comments: OCLC request, OCLC paperwork, the Internet or calling the institution. Library Website. LEAP record, The OCLC I icon that has information, library OCLC information.
 B. Intuitions that have multiple locations but share the same OCLC Code-Is it more helpful to have separate accounts or share a single account? Many like separate accounts for separate addresses.
Suggestion to add an indication in the actual name to distinguish libraries. NBK adds notes to a record, especially for billing when it is a separate entity.

H. REALM Report: J. Kennedy (LFK) presented an update on the REALM study.
Phase one –preparing to re-open libraries. May 2020-Aug 2020
Phase two--additional research to support library operations. June2020-Oct 2020
Phase Three –current--- monitor, update, and communicate Oct 2020-- Sept 2022
Holding Hub meetings to be prepared for future crisis by approaching future events as a community center approach.
The focus is on communities that have asked for help with distribution of food, medical tests, COVID information and emergency funding. This also including social connection and well -being of people that rely on the library for social connections. The study identified staff and patron barriers, ex. Digital divide. Providing Zoom meetings for patrons to replace in-person interfacing with legal and government services. Staff has taken the time to upgrade their technology skills. Outdoor spaces where used as meeting rooms to hold events. This last phase wants to include sustainable structures, which they were not able to include in the beginning. The have had meetings in April and May and one will be held in June.

8. Adjournment: Closing comments by J. Kennedy. Meeting adjourned (10:47).