Notes

CCS Circulation Technical Group

Live via Zoom

Friday January 13, 2023

1. Call to order 
	1. 9:32
2. Approval of minutes
	1. Yes- no corrections/no additions -approved as distributed
3. Additions to the agenda - no
4. Officer Reports:
	1. Chair – Keri No report
	2. Vice Chair – Athena No report
	3. Secretary – Tori: Thanks Mieko for taking notes during the last meeting. Much appreciated
5. CCS Staff reports **(2min 39in)**
	1. **Mieko**
		1. Link to sign in sheet in chat
		2. April (last meeting of fiscal year) !!!!!
			1. time to nominate new vice chair and secretary
		3. Contact Mieko if you are interested….You know you are
		4. 2 new CCS libraries – Warren Newport (sept go live) & this January approved -Mount Prospects inclusion (coming 2024) = 30 in the group
	2. **Presentations: (6min)**
		1. **Web report updates –**
		2. Feb 1- ***Monthly Patrons Expiration Date Next Month***: additional patrons tab showing patrons who expire 2 months
		3. ***Daily/monthly detail payment reports***: will include manual charge notes and payment notes to charge transactions
		4. ***Patrons opted out of overdue or bills*** now a weekly report – stifles progress of items and it will never be flipped to lost – Maintenance report - bulk update run January 23
		5. IN HOUSE/or OUTREACH – CCS can give extended value or direct notices to specific emails – ex: homebound overdue go to librarian in charge and they check with patron
	3. **Distribution lists Circulation dept (14:20)**
		1. Emails that distribute to a specific group in library: Coming soon to a CCS email near you EX: ccs distribution w/in departments
		2. Using distribution list will be sure someone sees the question – CCS will contact each library to gather names for a list and will let us know when they are ready to go
		3. – CCS wants to set one up for circ/tech group.
			1. Use for shelf checking etc. – ONBOARDING/OFFBOARDING people to list
	4. DEBRA **(18:00min)**
		1. Gov board: update and heads up -action will be coming
		2. **Online payment options** in catalogue – 2018 same e-commerce provider has been Comprise/SmartPay – Complaints on cost fees by Tsys (processor) which out way what is collected. Governing board voted that: All CCS do NOT have to use Comprise thus Tsys
		3. Wanting to continue with online payment – CCS checking out other options like IL’s E-Pay. Rebecca researching for Governing board
		4. Rebecca working with Comprise (contract due in February) to see if we can work on while we consider (pay by month?)
		5. Smart pay will still be up
		6. Will not affect Self checks as those payment options are in each library contract
		7. More in about 2 weeks. What would patrons see if they went through different library websites? Currently not sure- will give to Rebecca to investigate
			1. Nothing to do today – but a change will be coming
		8. **Notices (28:00min)**
		9. Uptick in email bounce backs issues – will send out a notice with steps that need to be done
		10. Tightening rejection filters – we have been caught in some of them
		11. Innovative has sent best practices – validate emails
		12. CCS cannot track no-reply-ccs mail, therefore changing **March 1** – **we need to supply a valid email address to be able to track bounce backs (with @lakeforestlibrary.org),** more likely to avoid being tagged as spam. Staff at library can monitor – remove invalid email or text messages carriers from patron accounts
		13. CCS news will include updates – also will send to departments
		14. Innovative still creating and sending from their end. We would only be reviewing the bounce back emails. Directions will be sent about the working of the account.
			1. Athena at NIK said she gets 1-4 each day. CCS has about 7 each day. Michelle DPK manages their own – part time employee (20 hours) can manage account while working desk- Odd options of what is wrong, like detective work, one patron gets item but there is still a bounce back shown, box full etc.
		15. Patrons **will** reply to them
6. **Old Business None**
7. **New Business (48:00)**
	1. **Keri DUK: Fine threshold: options given for how circ dept handle**
		1. Very individual about when or how much it needs to be to start considering lawyers/police
		2. Michelle DUK: sending letter on Circ-List serve, also explains special report showing long overdue of patrons who checked out at Des Plaines, created by Bob
		3. RAILS has List Serve which is good for these kind of questions
	2. **Tori LFK: How long after billing date – cut off when they can no longer return an item for refund or return (1:08:00)**
		1. See chat list for responses
	3. Anastasia PRK **(1:09:00)** - Libs that DO delete items from Lost and Unpaid what report are you using? Discussion on when items deleted – Paid/Unpaid status can vary timelines
		1. Keri DUK created a report simply report – items withdrawn and final – Lost and rolled to withdrawn-
		2. Mieko: Monthly reports CCS: Lost/Missing/Bindery – has a tab showing lost or damaged not paid, shows date item was billed
		3. Kim WLK – issues with how to handle pay by timing or when it is just accepted and put back into the system
		4. Jenn NBK: mailing checks but they are not getting cashed, finding about 10 a month to refund, until they started sending all the notices, keeps the title in front of them. Rely on your empathy not your policy

Parking Lot **(1:27:00)**

1. Cheryl @ Cary RAILS codes -
	1. Getting branch codes instead of the main Library code – cheat sheets. Can the screen show the main library code Not the branch? Mieko thinks there may be little wiggle room to adjust display. Included link in chat for cheat sheet
	2. <https://www.ccslib.org/training/library-codes>
2. Library announcements **(1:34:30)**
	1. Interim director David Seleb @ Lake Forest Library
	2. Executive director at La Grange! Jenn Hovacnec – Donna Beach will be taking over @ NBK
	3. Welcome! Brent Michalski @ McHenry and team lead Kim
3. Motion to adjourn **(1:38:00) 11:11am**
	1. Ann PHK
	2. Anastasia PRK 2nd

**Circulation Technical Group: Meeting Sign In**
**January 13, 2023**

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| --- | --- |
| **Library** | **Name(s)** |
| Algonquin | Belinda Husak |
| Cary | Cheryl Allen |
| Crystal Lake |  |
| Des Plaines | Michelle Meyer-Edley, Dana Jenkins, John Lavalie |
| Ela | Lori Sollenberger; Laurie White; Karen Brown |
| Evanston | Ben Heet, Gabriela Mansera |
| Fox River Valley | Keri Carroll |
| Fremont | Karen Bolton |
| Glencoe |  |
| Glenview |  |
| Grayslake | Gwen Johnson, Ashley Sulinckas |
| Highland Park |  |
| Huntley |  |
| Indian Trails |  |
| Lake Forest | Tori Sergel |
| Lake Villa | Lynn Firman |
| Lincolnwood | Stephanie Haugan |
| McHenry | Kim Johnson, Brent Michalski |
| Morton Grove | Jeffrey Ray |
| Niles-Maine |  |
| Northbrook | Jenn Hovanec and Donna Beach |
| Palatine | Rosalie Scarpelli, Jennifer Sobel, Karen Bollman |
| Park Ridge | Anastasia Rachmaciej |
| Prospect Heights | Ann M. Thomas |
| Round Lake | Alisha Smaby |
| Wilmette | Mark Cegielski, Kim Hegelund |
| Winnetka-Northfield | Kathryn Freemond and Courtney Volny |
| Zion-Benton |  |
| CCS | Mieko Fujiura-Landers, Debra Wischmeyer |
| Other |  |