**Organizer: ILL Technical Group**

**Date: Thursday, August 21, 2025**

**Time: 9:35 am – 10:43 am**

**Place: CCS Auditorium**

**Attendance:** A. Houltram (ALK), M. Fornal, E. Rowe (DPK), K. Booi, K. Brown, L. White (EAK), K. Carroll (DUK), K. Bolton, J. Cumberland (MUK), D. Burdett (GCK), Y. Dereka (GVK), N. Smyrnova (WGK), J. Kennedy (LFK), J. Janavicius (LVK), S. Haugan (LNK), K. Milfajt (MJK), M. Khan, J. Massa (MPK), A. Hannon (NIK), A. Goese, K. Heglund, A. Karahalios (NBK), T. Letrich (PRK), S. Bochula, A. Thomas (PHK), V. Hulyalkar, S. Juhn, D. Smaby, R. Viswanathan (VEK), A. Smaby (RLK), A. Jung, M. Noone (WLK), B. Bigden-Russell, K. Nichols (ZIK)

1. **Call to order:** The meeting was called to order at 9:35am
2. **Approval of minutes from the last meeting**: M. Khan moved and K. Bolton seconded the approval of the minutes. Previous session minutes were accepted as submitted.

1. **Additions to the agenda:** No additions were made to the agenda.
2. **Officer reports**
   1. Chair: None
   2. Vice Chair: A. Jung (WLK) made a RAILS libraries routing code document to share. All libraries highlighted in yellow are part of CCS. A pdf will be sent to group.
   3. Secretary: None
3. **CCS staff reports**
   1. Updates from M. Fujiura-Landers
      1. Vernon offline starting 8/28. All other CCS libraries offline 8/29
      2. Libraries back online on 9/3
      3. Vernon uses dummy cards with local prefixes for out of system ILLs so will not run into duplicate barcodes from items lent to Vernon via WorldShare
      4. CCS libraries who borrowed Vernon items via WorldShare may run into duplicate item barcodes/records: the native record and the Polaris record. Email [help@ccslib.org](mailto:help@ccslib.org) the information and CCS will fix the duplicate record.
         1. Question: if you have staff that are comfortable merging records can they do that?
            1. No, CCS will need to do it as they are a different type of record
   2. RAILS Delivery Count Week will be 8/25-8/29
   3. ILL Tech Group Update: M. Landers’ role has changed to project manager and CCS is shifting responsibilities. K. Lyons will be the new CCS liaison.
   4. Updates from K. Lyons
      1. Find More: Some CCS library patrons haven’t been able to access Find More. Typically, the reason why they can’t is their card is blocked; this needs to be resolved at the local level. If their card is not blocked and patron still cannot access, open a ticket with CCS sharing the patron information.
4. **Old Business**

None

1. **New Business** 
   1. **Patron-Initiated Renewals on ILLs: Enable setting to block patron-initiated renewals for ILL Library patron code; Mieko Fujiura-Landers/CCS (ACTION)** 
      1. This would stop auto-renewals, renewal attempts in the PAC, and renewal attempts via telephony.Staff can still manually renew items.If implemented, it would apply to all records using the patron code: ILL Library
         1. Question regarding getting rid of using an internal card to block renewals.
            1. M. Fujiura-Landers confirmed libraries would no longer need to put holds on the items to block the renewals as this setting prevents renewals.
         2. Question regarding timeframe
            1. This would be implemented mid-September.

J. Janavicius (Lake Villa) motioned and K. Milfajt (McHenry) seconded :

Enable setting to block patron-initiated renewals for ILL Library patron code

The motion passed by voice vote unanimously.

* 1. **Charging for OCLC Requests**

**NBK does not pass on the cost of OCLC to our patrons, we absorb the cost. If your library does this as well, what do you do if your patron continually does not pick those holds up; Kim Hegelund/Northbrook (DISCUSSION)**

Libraries vary with how they handle the cost of lending libraries charging a fee in OCLC. Some of the ways libraries handle include:

* + - **Lake Forest:** Changed to not charging anything to patrons anymore
    - **Wilmette**: Passes on the OCLC costs for patrons
    - **MPPL**: Absorbs shipping costs; will ask the lending library even if they say they charge as often universities will send without charging. If the library charges then will say no to the patron
    - **Indian Trails**: Absorbs shipping costs; if library charges and if patron is willing to pay then they will order. Most of the time they decline to pay.
    - **Glenview**: Doesn’t charge patrons
    - **McHenry**: Passes on the charge if one is assessed by the lending institute. Has a question on the ILL form asking how much patron is willing to pay. Absorbs shipping. Has a $1 fine for anyone who does not pick up their holds
    - **Ela**: If over $25 will have the patrons pay
    - **Round Lake**: covers shipping and covers $5 if there is a separate fee, allows non-RLK patrons to ILL. Have never had a problem
    - **Fox River Valley**: prioritizes free lending, if there is a cost will pass onto the patrons
  1. **OCLC Holds  
     Do libraries shelve Non-CCS ILLs behind the checkout desk or out with patron holds?; Dustin Smaby/Vernon (DISCUSSION)**

A little over half libraries put behind the desk, the rest put on the floor.

Additional feedback included:

**Northbrook**: Keeps Non-CCS ILLs with patron holds. For patrons that keep walking away without checking out an ILL, they put a dummy case on the floor directing the patron to go to circulation. If patron questions, will go back to the patron code of conduct to explain why.

**Ela**: switched to new self-checkouts. When that happened, they put the ILL items behind the desk as ILL books could not be checked out with self-checkout and they wanted to train their patrons.

**Northbrook**: Wants to give the real due date, which is why materials are at the desk

* 1. **Non-CCS Checkouts**

**Are Non-CCS ILLs checked out BEFORE the patron comes in for it, or when they pick it up?; Dustin Smaby/Vernon (DISCUSSION)**

Most libraries check out at pickup, though some are checked out to the patron before the patron comes.

Additional feedback included:

**Zion**: checks out before, puts a wrap on the item

**Lake Forest**: checks out before and puts in a different spot for patrons to pickup – staff knows they are checked out already

**Indian Trails**: had complaints when staff were checking out before pickup, so moved to check out at pickup

* 1. **Non-CCS Checkouts, Part Deux  
     Are Non-CCS ILLs checked out for a default loan period (ex/21 days), or do you give a custom due date based on what the owning library decides?; Dustin Smaby/Vernon**

Approximately half of attendees do a custom due date and half use a default loan period. When there is a custom due date, libraries will often put the due date on the paperwork of the book for circulation to see.

* 1. **OCLC Lending and “Patron” Accounts  
     Do libraries prefer checking out to an in-house ILL card (for OCLC Lending), or do you check the items out to the individual Non-CCS library accounts in Leap?; Dustin Smaby/Vernon (DISCUSSION) 5 min**

Most libraries check out to a non-CCS library account in Leap.

Wilmette and Prospect Heights will check out to in-house ILL cards, one for instate and one for out of state.

* 1. **ILL Paperwork, Etc.  
     Can everyone please bring an example of what they put into their ILL items, paperwork-wise? Or, do you not put paperwork in the item when it goes to the patron?; Dustin Smaby/Vernon (DISCUSSION with GROUP SHOW-AND-TELL)**

Libraries brought paperwork. There was a suggestion to email examples of the paperwork to CCS so it can be shared with everyone.

**Some follow-up questions were asked related to topics that had come up:**

* **Question**: When you have items from Out of state, how do you send the item back to the lending library?

**Answer**: Several libraries send back in original packaging. A suggestion was made to ask Technical Services for boxes if needed

* **Question**: Do libraries lend AV out of state:

**Answer**: Several do, with some exceptions (like box sets, video games) As of right now, not many have had issues with getting discs back, but there are some exceptions

* **Question**: Do you pause lending to another library if that library has a history of overdues/lost items?

**Answer**: many don’t unless the overdues/lost items are for their own items. As an added note, account history like this is purged after 7 years.

Action Items

|  |  |  |
| --- | --- | --- |
| **Who** | **What** | **When** |
| All Libraries | Email [klyons@ccslib.org](mailto:klyons@ccslib.org) paperwork put into ILL book when it goes the patron | As soon as possible |
| CCS | Implement ILL Library renewal setting change. Inform CCS libraries ahead of implementation. | September 2025 |

1. **Library Showcase**
   1. Fox River Valley – New Self-Checks and Check-In Bin!

Worked with FE Technologies for equipment, which has been a positive experience. Home base is in Australia.

1. **Adjournment**
   1. Motion to adjourn by M. Noone (WLK) and seconded by A. Goese (Northbrook) at 10:43am.