

## LYNX! Circulation Managers Meeting Minutes

January 10, 2019, 1:15 PM

### Eagle Public Library

**Facilitator:** Caldwell

**Notetaker:** Eagle

In attendance: Julie Cole, ACL; Lorna Thorne, BPL; Laure Hershman, CPL; Carol Berry, EPL; Loretta Lewis, EMM; Vanessa Fisher, GCPL; Laura Primrose, HAILEY (via phone); Camille Hampton, MLD; Kurt Petty, MHPL; Ezekiel Luna, NPL; CJ Rasmussen, TFPL

#### **ACL:**

Address input standards – Please remind staff to enter information in patron cards according to the standards in this document.

Previous Borrower on LYNX problem check sheet – be sure to put that information on this sheet. If it gets checked in, you do not have to check it back out to the patron. Preferred that you do not do that.

Julie told us we will receive reimbursements from them once a year.

Previous patron barcode – Please keep it in patron's record. It is used to merge Overdrive accounts if someone has e-material checked out under the old barcode number. CPL uses it for patron's Pharos accounts.

#### **BPL:**

Notices schedule – Recommended you do not send them between 9:00-9:30am because they are being generated and sent then. They are also sent at 10:00am and 2:00pm. Lorna will check with Brad to see if Polaris picks up notices that were not sent the day before, so they will be sent the next day. *Response from Brad: Do not send between 9:00-9:30. Most up to date info is what is being sent when notices are run after 10:00 a.m. Notices sent at 8:00 a.m. are not a problem.*

Ezekiel mentioned times that a patron says they didn't get a notice. He will not find the notice under the Notice tab in the patron's account but will see it in the item's history. No one had an answer for that and was suggested he contact Brad or Barb. Lorna said Polaris recently had some trouble with email notices, but it has been corrected-per Brad.

We discussed Service Now – we should be sending questions through this. It brought up some questions as to when we could/should contact Boise IT for help. Carol will ask about it at the

next LYNX IT meeting, January 16. *Response from Brad: Place a ServiceNow ticket for all Polaris issues. You can call Brad or Barb if you are having trouble with Polaris and need immediate assistance (a ServiceNow ticket should always be created). Call Boise's City IT (208-972-8004) if you are having trouble with your Polaris password or login or ServiceNow login or after hours (when Brad and Barb aren't working).*

City Hall Lockers – Boise now has lockers (to pick up holds) in front of their City Hall. They are for Boise City Hall staff only. Their “registration at” (on their library record) will show “Boise City Hall.” This location should only be used for City Hall employees. If someone comes in that works there asking for a card, please refer them to a Boise Library. City Hall employees should only have one card. If you find two, please merge them. The locker checks out the items to them when they remove them.

**CPL:**

Checking out hold even if it surpasses the limits set. How does everyone handle this? – We all said we would allow patrons to check out their holds.

Banned Patrons - Laure came across a note NPL had put on a patron's account that they were banned from the library for a year (they put this on for their front-line staff's information). She wasn't sure what to do with the note. If you see one, call the library to see if you can take it off.

Hotspots – CPL noticed that their hotspots are going to other libraries patrons before their patrons get them. She was referred to Brad-it was thought he needed to change something in the record configuration. It was mentioned that if a patron has a specific hotspot on hold, it will trigger a hold for them even before the owning library's patron.

*This is the response we received from Barb, “We made a change to see if this will make things more consistent. If there is a mixture of title level and item level holds, we can't predict the consistency of the hold list. Also, we can't tell if a staff member is messing with the list. The change we made will only affect new requests placed on the hot spots. Any hold placed before we made the change are governed by the old rules.”*

Renewing other library patron's cards – NPL is the only library that asked us to ask for verification of their address even if it is the same. The rests of the libraries do not ask for verification unless the patron has moved. *NPL emailed later and said to go ahead and renew their cards without asking for physical proof (unless they have moved).*

Videogames – CPL is getting Xbox One, 3DS, Switch and PS4 videogames. They will, like the rest of the libraries keep the game behind the desk.

PayPal – Wanted to know if anyone else had times when the account was paid on PayPal but the amount did not come off the patron's library account. We said it has happened, but it was rare. CPL is no longer taking payments over the phone. We can send them to their website to pay with PayPal.

Lost & Damaged reimbursement – We reimburse libraries for lost and damaged items. The damaged items should state they are replacement. We do not send partial damaged amounts back to owning library.

**EPL:**

Hotspot holds – A couple of times our hotspot triggered a hold for another patron instead of ours. The patron did NOT have a specific copy on hold. This information needs to be sent to Brad or Barb. (see note above under CPL)

Items aged to lost – Some of us have seen where the item is returned, but the charge on the patron's account does not go off. (item has not been paid). Brad wants the information – patron account number etc. He will try to figure it out and/or send the info to Polaris. Vanessa thought there may be a setting in Polaris where it would not take the charge off or refund after 3 months of being lost (and then returned). We will check with Brad.

**EMM:**

In-house check-out of tech items/Internet only cards – Do we allow patrons to check these items out with Internet only cards. We all said yes, since it is in-house use only. Hopefully, the card has all the information on the patron (address, birthdate etc.).

Brought up a conversation on what blocks our self-checks:

Eagle – Free Text Blocks

Meridian – Expired card or over \$10.00 on card

Ada – Blocking Notes

**GCPL:**

Can we add our circ charts (check-out limits, fines etc.) on the LYNX! Site? Yes, Carol will do that after everyone sends them to her.

Courier route changed? – It may have changed. Carol asked Boise if we could get the courier earlier as it was coming at lunch time. Denise said no, but then a few weeks later, the courier came early and said it was what we had wanted.

MLD items not reading properly, even new items – we talked about it and there was no solution....yet. But Meridian did say they would eventually go to Bibliotheca RFID pads to hopefully help this problem.

Videogames – GCPL will start their collection with donations.

**HAILEY:**

As of today, they are fine free. Laura asked if we grandfathered old fines in to this. EPL and MLD did not.

Music CDs – Have any libraries gotten rid of them? Boise branches do not have them. Most everyone said the circs have gone down on them.

**MLD:**

Kuna non-resident cards – Meridian will let the non-resident cards expire and then issue Kuna cards.

MLD is now completely fine free.

**MHPL:**

Circulating passes for Discovery Center/Roaring Springs etc. – does anyone do this? No, Eagle checked into the price and it was too expensive. Eagle does have displays from the Discovery Center that they lent us. Others that may loan displays: Smithsonian, Idaho Fish and Game. Nampa had a colon display; Ezekiel will let us know who they got that from.

**NPL:**

Changing status on items from other libraries – Please do not change another library's item to Claim Returned or Claim Never Had. You can set an item to Missing if you cannot find it on your Hold Shelf. If a patron's auto-renewal has stopped, they may have reached their Claim Returned limit and you must reset it.

Fines – asked about getting reimbursed from other libraries that no longer have fines on their items. We have never done that. This would be a discussion for the Directors.

**TFPL:**

RFID – looking at going RFID. CJ will send a survey to us he sent out through Idaho list-serv.

Library cards – reminded us that we can delete or merge TFPL cards.

Taking TFPL payments at other libraries – CJ said to go ahead and send him the reimbursement, but he will check with his Director and get back to us if it is a no.