URSUS Circulation Meeting Minutes
April 2, 2019
Bangor Public Library

Attendees:

In-person: Susan Beane (LEG)✔, Bill Sargent (USM-POR), Jess Isler Nickerson (UMF) ✔, Catherine Geren alisia(UMA-Bangor), Carrie Bell-Hoerth (USM-GOR), Barbara Higgins (BPL)✔, Megan York (LAW, co-chair)✔, Lynn Uhlman (MIN)▯, Alisia Revitt (MIN)▯, Jerry Lund (UM) ✔

Zoom: Ben Noeske (UMM)✔, Christine Iaconeta (LAW, representing URSUS Directors), Andrea Thorne (UMA)✔, Jim Roy (MSL), Emily Stowers (MSL), Deb Durkin (UMFK, co-chair)✔

To-do items will be underlined,

AGENDA:

1. Jess appointed secretary. Approved [last meeting] Minutes - Fall 2018 (October 30).
2. Introductions: campus updates, news, announcements (brief)
   Megan: National library week outreach activities, food drive for USM, cake and vendor visits, tea & friendship bracelets
   Deb: summer weeding project still wrapping up, recommends [Anastasia Weigle] for book repair workshop which they had in January, cleaning up serials section, may be bringing a therapy dog to library for finals week
   Lynn: lots of projects, Sierra upgrade to 4.2 prior to finals week (brief outage)
   Jess: President search still on for UMF campus, Mantor Library acquired Digital Commons digital repository (branded "Scholar Works") and is working to add items
   Bill: some retirements this winter-one in circulation, replaced position, USM is possibly changing its name again
   Jerry: Darling Center fulfillment change--please send things to Orono for processing for Darling Center. To improve delivery turnaround, they are using UPS to deliver materials directly to Darling Center mailboxes. Removing periodicals that are covered electronically. Moving some Dewey decimal books to the library and making space for archival materials.
   Susan Beane: working to scan & upload testimony from public hearings using in-house developed software. Contentious hearings=lots of testimony. Looking at summer collection review
   Carrie: USM-Gorham library was closed during spring break for asbestos abatement project, the current plan is that the building will be closed during Summer 2020 while library is brought up to code
   Catherine Geren: UMA-Bangor has a new Library Assistant Director, Senta Sellers, who is a research & instruction librarian. They have a volunteer moving into circulation & cataloging, 2-day therapy dog event during finals week planned for Nottage Library
   Barbara: As BPL's Head of Reference is retiring they will soon hire new head, expects interviews soon. Losing a bridge library (Millinocket) because they are becoming a MILS library. From February-Tax day the library is busy with AARP volunteers helping with tax preparation, so door counts are up quite a bit. Busy & interesting March.

Alisia: FYI about a statewide initiative being promoted by leadership at Maine State Library, URSUS Directors, et al. An opt-in reciprocal borrowing agreement will be starting in the summer that will allow MaineCat patrons to check out items in-person at any participating library via INN-Reach Visiting Patron Check-out. Will trial for 1 year, and will review analytics and potential impacts relating to circulation, lost items, revenue, etc. The new shared borrowing policy will explain what our capabilities and limitations are. Libraries that opt-in will be listed online. Many URSUS libraries already utilize visiting patron checkouts in-person, using Sierra's INN-Reach Visiting Patron Checkout. A sense that there are pockets of strong support for this statewide. Bill notes that USM used to have a reciprocal borrowing agreement with several local academic libraries, but now uses INN-Reach Visiting Patron Check-out instead.

Andrea: Katz Library has a new reference & instruction librarian, Donna Maher, submitted a proposal to replace technology area chairs, 3rd annual library clothing swap, therapy dogs visiting 1 day to Katz Library. Irene Lee, library student volunteer, and student in the Information and Library Services Program, nominated to be a commencement speaker.

Jim and Emily: MSL had a physical plant issue with a broken steam pipe, water leak; didn't affect collection but affected some seating areas. Ongoing leak-related updates and repairs

Ben: Getting special collections set up, Celebrate UMM event coming up, library hosting some authors & guest speakers for outreach

Christine Iaconeta, Director @ Law Library, will be our committee's liaison to the URSUS Directors. Other URSUS Committees have an URSUS Director who attends their meetings and they thought this would help with communication back and forth between the groups. Notes that the UMS Board of Trustees has convened a committee on the future of the Law School.

3. Jess volunteered to co-chair the committee for 2 years. The consensus from the group that the co-chair arrangement brings different perspectives to the conversation. Jerry will co-chair for a year, this way we can stagger co-chair responsibilities. The hope is that someone else will consider co-chairing in 1 year when Jerry steps down, starting in spring 2020.

4. "Patron records more than ten years old will remain in the database indefinitely for archival purposes, but will not be included in the regular cleanup except once a year in the Fall." Question from Jerry. We are still not sure what to do about this phrase in the Circulation manual. Concern that keeping ancient patron records presents a liability. Concern from Law Library about alumni use. The consensus that it is not necessary to keep patron records forever. Orono has an alumni library card that has a fee.

5. Recommendations to the Directors for Patron Extract Codes Bill and Deb will work as a sub-committee to explain the committee's response to the questions about patron extract codes. The agreement that this issue relates to the UMS libraries specifically and BPL, L&LRL, and MSL do not need to discuss. Following the late afternoon discussion, it is clear we cannot make recommendations about all the questions the Directors asked. In our response to the Directors, we should explain why there are challenges to suggesting a systemwide policy for every one of these questions since each campus has unique needs. Extract codes have and will continue to serve the sole purpose of blocking database access following employee or student separation from a campus. Individual campuses are free to take the further action of blocking their own patron borrowing to align with the extract date if they desire.

6. Subcommittee - "cost of doing business" - update Deb and Jerry reported that [billing procedures](#) were submitted by some libraries. Ideally, we are encouraging the return of items long before sent to billing, but this question relates to what happens after it is clear the patron is not going to be paying for the billed item. Reviewing this [Google Document](#) reveals that many libraries have a lot of very old/historical charges from long ago; not necessarily as many bills outstanding from recent years. How can we prevent the charges from accumulating in the first place? A question is whether or not we can remove the section from the manual that says borrowing libraries assume responsibility for uncollected charges incurred by their patrons and simply say this is the cost of doing business. Will have a grid of workflows. The work continues, we will hopefully move to a point of not charging each other for outstanding items.
Circulation Manual Section VC "*Borrowing libraries assume responsibility for uncollected charges incurred by their patrons. To facilitate the return of materials and/or collection of charges, all UMS libraries agree to generate and send statements of charges during the summer month.*"

7. Disaster/ Emergency Recovery Action Plans (Megan)
Who has one? Circ Heads are likely to be first responders in these situations. This folder in our shared drive has been set up for a place collect any that we may want to look at before or during the meeting:
https://drive.google.com/drive/u/1/folders/166rYWHAGyHEaeG7oBlNEVCQ_OwIb7qDW
Does the group have an interest in creation, reexamination, and update of disaster plans at our respective locations?
Is this an area we might like to collaborate on? Fire, flood, smoke-damaged materials, active shooter, etc. We can ask for campus and library disaster information. MIN will provide digital disaster recovery plan information, relating to digital backups. So many things can be included in these types of documents. Megan will review submissions and suggest a template for others to use. Andrea sent this link after the meeting:
https://www.nedcc.org/free-resources/dplan-the-online-disaster-planning-tool

8. Sierra Notices
Lynn provided documentation outlining our recommendations and III's for which notices should be run and how often.
https://docs.google.com/document/d/1uecwojUepUhiZ9IDW5jYCQzY_fTwKjVjtKTC_DzORHw/edit
MIN has found each library deals with notices differently. MIN recommended best practices are attached. Not every library saves notices, which is fine, but in order for processing to be done in a timely manner, the notices should be run routinely. Not running notices will create problems such as corrupt holds for MaineCat items, broken checkout links in item records. Either set up automatic notices or run them routinely. Courtesy notices: most are set up to run automatically Go to notice type, check enabled for Auto-notices, uncheck move all notices to print, uncheck send via FTP, hit schedule. Then hit save. Can opt to send to a printer or to an email address. If you need permission to set up auto-notices submit a ticket to MIN. What happens for patrons without email?--those notices will be printed. Here is the link to the documentation on the Support Center:

https://maineinfonet.freshdesk.com/support/solutions/articles/1000230451-notices-create-and-edit-notice-jobs

Text or email are options. The text option is opt-in. There may be an issue with patron record overlay (MIN will investigate), where patrons with both Minerva & URSUS accounts may have text overlay.

As discussed at our last meeting, INN-Reach Reports should be run periodically as well to help with MaineCat borrowing and lending best practices. If you opt to not have notices run automatically, please consider documenting the workflow in case an issue arises, so other staff can assist in your absence.

9. Loan Rule Determiner Table cleanup:

Directors have charged us with cleaning up the Loan Rule Determiner table. It's difficult to troubleshoot because it's lengthy and because loan rule determiners are applied from the bottom of the list, up. Some redundancy which can be cleaned up by MIN. MIN will do the legwork to find redundancies and overlaps. Will bring proposal to next meeting to make changes.

Please let MIN know about special loan rule parameters, and any rules that are not necessary please send them in. To help <u>please visit this document and outline your library's borrowing policies in the space provided for you</u>:

https://docs.google.com/document/d/1ALgrf2SUBQoPgWCgdEqAV44hhlVvYDnCXgjqFF0hreQ/edit?usp=sharing

10. Tech and learn session: Jerry and Jess demonstrated using Suggesting instead of Editing in shared

Google Documents. Suggesting works similarly to the "Tracking changes" feature in Microsoft Word, allowing collaborators to suggest changes without removing the original text. Sometimes Commenting is appropriate, but sometimes Suggesting is a more efficient way to collaborate.
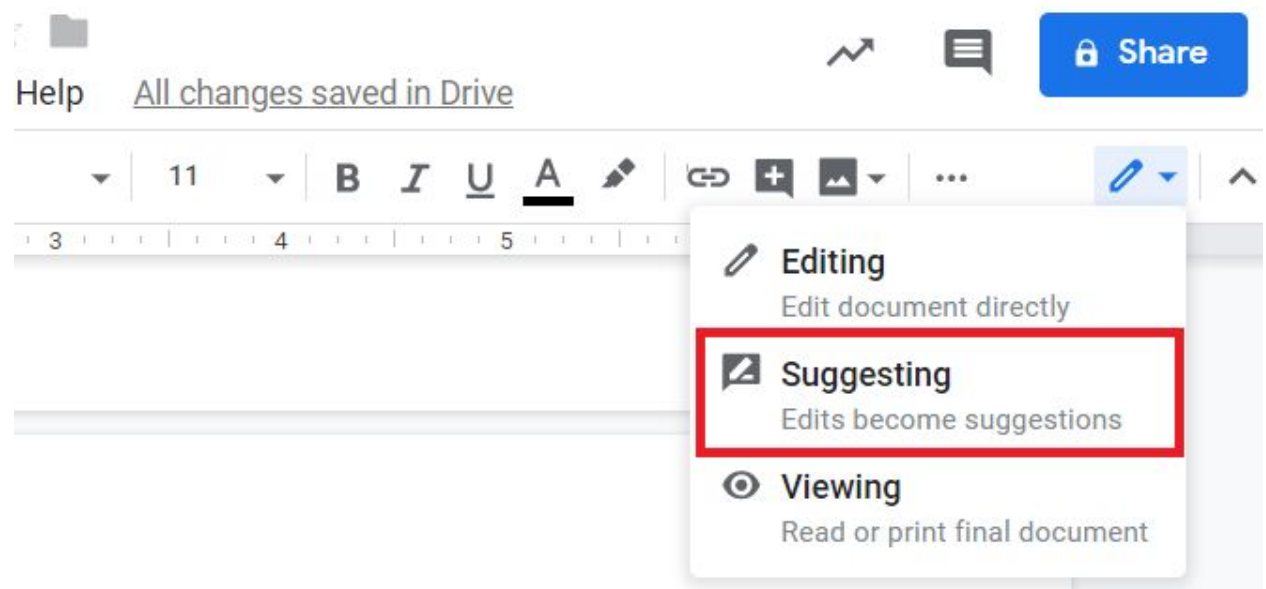
Next Meeting - October 29, 2019, In-person required* meeting for 2019, at Bangor Public Library, room location to be announced.
*The URSUS Directors have asked each committee to designate 1 meeting per year as a required in-person meeting; the others may be held with remote technology if desired.