

**Joint Automation Project
Operations Committee Minutes
February 3rd, 2010 at MVLS**

Present: Deb Callery (JOH); Valerie Catlin (MVLS); Becky Fasulo (COR); Jennifer Ferriss (SALS); Lisa Flood (SCP); Mary Hanley (JA); Mary Ann Hunter (SAR); Donna Kuhner (GLV); Leah LaFera (CAN); Sue Laing (GLE); Michele Largeteau (JA); Kathy Naftaly (GLE); Sharon O'Brien (MVL); Diane Robinson (JA).

Welcome: by Michele Largeteau

Previous topics

- Charge to Operations Committee and policies- the charge is to “set standards and procedures for smooth operation” of the automated system; the Policy committee said that Operations committee could institute agreed-upon standards without asking that they become policy.
- Standard terms for Address Check / Expiration- proposed were address check dates of 1 year, and expiration dates of 3 years; only a few libraries vary from this at present. Action: set these in System administration, for all new registrations.
- Address Check Verification Block- at present, there is no block if the address check date has passed; in earlier Polaris, the block prevented holds in the PAC; newer Polaris does not block PAC holds or renewals if address check date is passed. Usually staff remove the block when updating the record; if not, an overnight job removes the block. There is a notice for almost expired, but not for address check. Action: JA will turn on address check block
Action: A message will be sent to site-contacts that the above two actions will be taken, in the interests of accurate information across the consortium.
- No ID Recorded- there was discussion about forms of identification and consistent data entry, which have mostly been covered in the how-to documents on the Intranet. Discussed were institutions and students whose school ID cards have no number. For institutions, it was suggested to put the word “Institution” in the ID number field, and for students whose school ID cards have no number, staff can enter in just the name of the school; testing will be done on Trainer. To encourage data preservation and cleanup, ID data will be left as is, so that address checks will prompt staff to do data cleanup. Issue: blocks will impede use of self-check machines at GLE.
Actions: JA will turn on address verification blocks and ID block in trainer for further testing. If this works as planned, the “no ID” block will be announced before the SMUG meeting (3/30), and turned on afterwards. Trainers will create a one-page ID reference sheet (Jennifer Ferriss did this).

- Standard Registration Form- There is interest in a standard registration form with required fields, and the possibility of a library adding other fields that it wants. Jennifer Ferriss and Sharon O'Brien polled libraries to find out what information they request on their applications. Both a paper form in various sizes and an online form that can be printed and filled out by the patron before coming to the library would be good first steps (BUR and CPH have online forms), as some libraries refer to the signatures on their paper applications that they keep on file. The long-term ideal would be an online form that the patron could fill out to transfer directly into Polaris. Action: A subcommittee (Callery, LaFera, Laing) will draft adult and children's forms using the data gathered from polling.
- Fee resolution- The "Fees owed to us" and "Fees owed to others" reports were created and instructions for their use were drafted. GLE is using the reports already, as the reports are the only way for credit card payments to be correctly forwarded. There was discussion about what kinds of payments should and should not be forwarded—at present, only overdue fees up to \$25 are excluded, as was agreed upon in 1989. Action: the draft instructions will be reviewed by Operations committee before permissions are turned on and the reports are announced and sent to libraries.
Action for all: Libraries must keep good records of any payments forwarded to and received from other libraries. A library that has any doubt about taking payments on behalf of another library should refer the patron to the library to whom payment is due; there is no requirement for a library to take payments not owed to them. Issue: When replacement fees are paid at desk, staff usually waive overdue fines; self-check and credit card payments do not waive the overdue fine.

New topics:

- New Library Assigned Blocks- it was agreed to add:
 - Missing part- mostly useful for self-check; most libraries use free text block
 - Email notification failed- so staff can update patron records. This should be easier than handling bounced e-mails.
- Circ status change wording of "In-Process" to "Processing": agreed that this should be done (and it was).
- SMUG update: Deb Callery (JOH) and Sally Gillich (CPH) will co-chair; the meeting is scheduled for March 30 at SCPL in the McChesney meeting room.

Next meeting – April 7th at 9:30 at SALS

Respectfully submitted,
Valerie Catlin