

Circulation Services Subcommittee Minutes

May 4, 2020, 1:00 pm

Phone/web conference

Present: Zach Ott (BAR), Jeff Kauffeld (MAD), Margie Navarre-Saaf (MAD), Emily Harkins (WAU), Kelly Heasty (MCF), Erica Kersten (PIN), Jo Clark (REE), Tanya Bolchen (FCH), Eddie Glade (STP), Autumn Baumann (POR), Emily Noffke (MTH)

Excused: Barbara Henderson (MID), Steev Baker (SUN)

Absent: Ronda Evenson (VER), Bailey Anderson (STO)

Recorder: Vicki Teal Lovely (SCLS)

SCLS Staff Present: Heidi Oliverson, Corey Bauman

1. Call to Order

- a. Introduction of guests/visitors
- b. Changes/Additions to the Agenda
- c. Requests to address the Committee

2. Approval of previous meeting minutes: Approve at May meeting

3. Action Items

4. Discussion

- a. Resumption of Delivery: work plan. Starting tomorrow, Delivery will start the return of the materials from the shutdown. The materials were sorted over a period of a month and a half. They have not been touched for a week and a half. They are moving both holds and returns. [See email from Corey for which counties go on Tuesday and Thursday]. Only Delivery managers are doing this and there will be three on each day. They will drop the materials out as normal and pick them up, for the most part as normal. They are not concerned about the items contained within as they have been quarantined. They will hold all bins when they get back to Delivery for 72 hours. Right now they are hoping to accomplish getting things moving around, figure out how this is going to go from a safety perspective and also to see how they can ramp this up as we approach the end of the order. They are creating checklists, etc. They expect that there will be some alteration of what is normal. How many bins of materials can they move? What will the holding procedures look like? Questions:
 - i. Eddie at STP said that last week that they were operating under the assumption that materials would sit for 3 days. Will this be the case

moving forward? Corey responded that this was the assumption last week, but at a meeting on Friday, they turned a 5 day schedule into a 3 day schedule. They are not able to accommodate a quarantine at the Delivery end. He cannot say for certain how it will be moving forward. They may need to ask for help from libraries.

- ii. Kelly at MCF. They have items that have been checked in as of last Friday, but they don't have enough bins coming in, so they set them aside. Now, they have new items to check in and they won't choose ignore any more. So, how should they handle these newly checked in items? Corey responded that they prefer that libraries wait for baskets. If they have extra materials, keep them separate from pickup. Don't stack them on the bins. Delivery will supply them with as many containers as possible as soon as they can. Should libraries keep track of the days they were last touched? Delivery will be back at the earliest, sometime next week.
- iii. Jeff at MAD. Will this be ongoing weekly? Corey responded that yes, this will be weekly. The intention was to hit this three times before the shutdown order ends, but they won't know until they see how this works. It may be only two times.
- iv. Eddie at STP. They are running out of red boxes and they are looking for places to put the books. Corey responded that they do have a request in to bring more boxes. This is similar to a holiday and things are stretched thin. Right now Delivery does have spares, so libraries can request them.
- v. Erica at PIN. In the future, the libraries are going to quarantine the items after they are in the bucket, then delivery will quarantine them for 72 hours, then the library will quarantine them again. Why are they being quarantined two times after they are received at the library? Delivery only wants that quarantine to happen at one end. Margie also sent a note about this. Some libraries are equipped to do the extra hold, but some are not. They only want the quarantine to happen once, but that may vary by library. Items may need to be tagged in a certain way. Margie also pointed out that there are so many staff, that there can be variance in procedures. Someone may open a bin and drop a book in for example. He is hesitant to say now what is going to happen. Margie's recommendation is that the quarantine happens on anything they receive—it comes into the building and it's quarantined. This is much easier to communicate this to a lot of staff.
- vi. Kelly at MCF. Asked if MPL will be quarantining the items coming in from delivery for this round? Margie confirmed that this time they are certain

that the items have been quarantined at Delivery, so they will no re-quarantine them. The quarantine at receipt is only for future deliveries

- vii. Heidi at SCLS. It would be nice to say “one size fits all”. However, she understands that needs vary. Delivery needs to quarantine to assure the safety of their staff and so does Madison.
 - viii. Heidi at SCLS. Are libraries still encouraging patrons to retain their materials as long as they can? YES: WAU (bookdrop closed), FCH, STP (though accept at curbside), MPL (bookdrops closed), REE, POR, BAR (but thinks they have all been returned), MTH . MCF said no, but not allowing returns at curbside—patrons need to put in bookdrop.
 - ix. Emily at WAU. They have special green buckets. Should they retain those? Corey responded that they are sending these out and they are expecting them back. Sometimes these becomes overspill. Everything in them is fine to be returned as they will get a new one. They will be quarantined, however staff at delivery will need to consider these.
 - x. Erica at PIN. She is wondering if Delivery staff will be using masks and gloves while they are sorting. Corey responded: Yes, they are formulating a plan. Delivery staff will wear masks at the libraries and in delivery. Gloves are optional and they will be following proper procedures for them if used. There are safety concerns about using and disposing of gloves so they are emphasizing washing hands and using sanitizer. When a delivery driver enters the building, they will do so as quickly and efficiently as possible. They will avoid people and not have conversations. They will touch as few surfaces as possible (door, lock, keypads, handles on carts, exterior of tables, possibly a tabletop, etc.). They will not be retracing steps and disinfecting surfaces on their way back out.
- b. Re-opening procedures: checking in materials. Discussion:
- i. Zach at BAR. Patrons can return materials in the bookdrop in the back of the building. They haven’t had any issues with checkins. They have a large volume of returns. They are doing curbside pickup in the front of the building. They use a tent for curbside.
 - ii. Autumn at POR. They are doing curbside pickup. They have a 10 limit checkout. They have not had issues. They can pickup previous holds. It is no contact. They schedule time. In the morning they can call in and request items. In the afternoon they find the materials, etc. Most of the items they find, they are checking out directly to the patron instead of placing holds. They have had a few items that they haven’t been able to find, but that is the rare. Most people are thankful for any service.

- iii. Eddie at STP: They are running curbside pickup from 10 am to 2 pm. They take calls and they have a couple of people pulling the items using a form. They check them out. The caller setups up a pickup time. Then the delivery people bring them to the curb at the right time. They had started doing it every 10 minutes with two, but now they can do four per time slot. Most people are thankful for any service. There are some glitches. There have been a couple of times there have been items on the holds queue report and when they checked it in, it was not trapped. They checked it out. There is probably an item in transit from somewhere else and when they check it in, it will just go back. If they can't contact someone, they are getting a backup contact to set up the pickup time. They started out just taking calls, but now they are using the holds queue report. Last week was busy. They were taking calls and while they would be on the phone, they would get three or voice mails, so there were backlogs. The outside procedure is that they use a tent that they have for outdoor events. There is a table underneath the tent. Someone is out there and when people drive up, they ask the name and do whatever the patron is comfortable with. They will hand it to the patron or put it in the trunk, depending on patron comfort.
- iv. Emily at WAU: They have one person answer the phones and setting up 10 minute appointments. The pick list person is running the report, gathering the items one cart at a time, checking them in, pulling up the holds awaiting pickup report, they check them in and bag them up. At the front of the library, the bags are organized alphabetically by patron name. They have a staging area. It's working, but sometimes, people have multiple bags due to doing it a cart at a time. The alternative would be to pull by patron and go around the building per patron. They haven't checked in the bookdrops yet and have only done delivery. So, they have not had the Ignore problem. They did check in new releases and chose Ignore. She did check them out to herself and then when she checked them back in, more local holds trapped the items. She does feel that the reduced transportation holds setting trapped more items.
- v. Emily at MTH: They are doing pickup from 1 to 7. They have a drive-thru window and they are scheduling appointments 10 minutes apart. They disinfect between appointments. They are not accepting returns but people are trying to put the items in the pickup window (which is an issue). They will open the book-drop tomorrow. They did have issues with the items not getting trapped for local holds. They suspended the

hold and checked it in again. They will try the WAU method, but probably not until next week.

- vi. Jo at REE: We are providing curbside service. Our book-drop has been open, we are quarantining items for 72 hours. We have rechecked all items that had been "ignored" to fill holds. We are noticing that items at a mending status are showing up on our holds que report. Curbside has had a few glitches, we are limiting to 10 items per pick-up. We are running the holds queue and asking patrons to call in and schedule a pick-up time, 1/2 hour increments, staff will check items out to patrons, bag them and put them out during scheduled pick-up times.
- vii. Kelly at MCF: They started curbside pickup on the first Friday. Their book-drops were open the whole time as they had no way to block them, so they had a large volume. They have a study room where they quarantine and they are through most of it. The curbside is separate from the book-drop. They started by filling the holds that were sitting from the shutdown, then moved on to the pick list. They now run it twice a day. When a patron gets a notice, they call and set up an appointment. They do one per every 10 minutes. They bag them and drop them in the trunk or a back window. They ask patrons to return the materials to the book drop, not to the person delivering the holds. They have had some problems with RTH, but they will try some of the work-arounds. A patron got a call from Harriet after the item was checked out to her. There have some patrons that have showed up to pick up holds before they were ready due to calls from Harriet.
- viii. Margie at MAD: They are starting with curbside on Monday, May 11. Staff are going in this week to get ready for curbside. They have not been checking in and they are not ignoring holds. They aren't expecting problems and they appreciate hearing about the problems. They have kept their book-drops closed. They plan to come up with a unified way for all MPL locations to open their book-drops (potentially by the end of the month).
- ix. Tanya at FCH: They just started curbside last week. They take phone calls on Tuesdays, Thursdays and Saturdays. They have two people answering calls and two people pulling the next day pickup. They are scheduling one week out. They are limiting to 5 items per order, plus what was on the hold shelf. They are not currently pulling from the pick list, but may start in the next week. They put them in a paper bag and write their hold shelf truncation on it. They put them on the sidewalk and there is a two hour

window. So far people are following the rules. If it is raining, they are putting the items under the overhang. It is completely contact free. They may start accepting returns on a limited basis in the next week or so.

5. Plan for Next meeting:

- a. Try resolving the local holds that aren't trapped by either checking out to an Internal patron record and then checking in the item again, or try changing the status to In processing or Trace and checking them in again—after the holds queue report has refreshed. At this point, there may not be that many of the “Ignored” holds around anymore.

6. Adjournment

For more information about the Circulation Services Subcommittee, contact Heidi Oliversen. *SCLS staff are available to attend cluster meetings to share information and answer questions pertaining to this committee meeting and other departmental projects.*