

## Circulation Services Subcommittee Notes

May 19, 2020, 1:00 pm

Phone/web conference

**Present:** Jeff Kauffeld (MAD), Margie Navarre-Saaf (MAD), Emily Harkins (WAU), Bailey Anderson (STO), Erica Kersten (PIN), Autumn Baumann (POR), Tanya Bolchen (FCH), Emily Noffke (MTH)

**Recorder:** Michelle Karls (SCLS)

**SCLS Staff Present:** Heidi Oliverson, Vicki Teal Lovely

- 1) **Questions from libraries:** T. Bolchen FCH – when patrons look at holds in the dashboard, they are not seeing the extended hold expiration dates. That bug was reported to LibLime and we gave them examples, but we haven't had a response back yet. They are looking into it. If you're contacting patrons manually for curbside pickup, you could let them know then. We will notify libraries as soon as this is fixed.
- 2) **Has anyone starting planning on reopening beyond curbside?** Dane County, Green County, and Colombia County extended the Safer At Home order through May 26. POR is currently offering curbside and are planning to offer limited access after May 26 (3 patrons in at a time, 30 min. timeslots scheduled the day before). They will allow computer use/equipment use and allow for 15 minutes in between patron timeslots to clean areas used. They plan to do this for a few weeks and reassess based on what the City says. STO staff are meeting this morning to discuss this. Nothing set yet, but they plan to offer an extension of curbside pickup. They are joping to have collection roped off and only have people be able to pick up their holds inside the building. WAU staff are meeting today to make decisions, extend curbside another two weeks with alternating staff, adding Saturday to next two weeks. Self-check use only. Collection displays in lobby (Lucky Day and new books) but limit where people can go in the building. There will be no exchange of money. They are still deciding if they will continue curbside beyond then. MAD started May 12<sup>th</sup> with curbside and it is going very well. They are looking at starting to accept returns on May 26. Returns would be accepted at branches during curbside pickup hours. A separate bin will be outside the buildings. UW Housing is loaning MPL 50 bins they use to move students in/out of dorms. They have started talking about how they could let people in for computer use, but they still want clarification on how many people can be in the building. MTH is working on a plan to bring all staff back and expand to full hours (incl. Saturdays and evenings). They plan to expand curbside and allow returns 2 days/week. They will be opening for computer use next (early June?). The new order says libraries are only

allowed to do curbside indefinitely. FCH will continue with curbside and get a better idea after new order (find out how many people we can find in building), but there is nothing solid yet.

- 3) **Library Calendars:** A few libraries didn't add additional close dates to their calendars, so some curbside checkouts have due dates in June. SCLS is planning to send out another survey about extending the due dates again. How many interested in having due dates extended again? MTH, WAU, STO, and MAD expressed interest. We will offer a July 1 or August 1 option. We will review this mid-month every month as things continue to change. LibLime is amenable to making these changes. We will try to send the survey out as soon as possible. Libraries can still set their own calendar/close days and that will extend the due dates. However, this impacts items that were checked out in Feb. and Mar.
- 4) **Is anyone accepting returns?** MTH, WAU and POR are currently accepting returns during limited hours. They are quarantining these items.
- 5) **Who is planning to check in items with forgive fines option enabled?** MAD – is planning to.
- 6) **New report:** MTH ran new report. Found 40 items the first time. Found 20 items the second time. SEQ had 1900 items on the new report.