

## Circulation Services Subcommittee Meeting Minutes

July 28, 2020

### Phone/video conference

**Present:** Zach Ott (BAR), Steev Baker (SUN), Margie Navarre-Saaf (MAD), Emily Harkins (WAU), Bailey Anderson (STO), Erica Kersten (PIN), Eddie Glade (STP), Barbara Henderson (MID), Jo Clark (REE), Autumn Baumann (POR), Tanya Bolchen (FCH), Emily Noffke (MTH)

**Recorder:** Michelle Karls (SCLS)

**SCLS Staff Present:** Vicki Teal Lovely, Cindy Weber, Corey Baumann

1. The survey about passing holds. Most libraries are OK at this point and don't need their due dates extended. (Only 5 wanted to extend due dates). A few libraries need to pass their holds queue and Vicki is working with them. Libraries need red bins. ZZZ is picking up new bins tomorrow (400 total) and they will start filtering them out to libraries as soon as Thursday. They still need to affix windows to the bins. Hopefully, they will be out to everyone in a week.
2. Holds at SUN. There are a lot of things expiring on the hold shelf Saturday. MAD in the same position and have been trying to reach out to patrons manually (by phone). It may not be possible to get through everything on Saturday and it may extend into Monday. They are planning for extra staff on Monday. FCH, PIN, and REE, are planning for extra staff as well. Many libraries are running their pick list for other libraries, but stop if they run out of red bins. The new order arriving tomorrow should help the red bin shortage.
3. Delivery schedule change (to accommodate the four day quarantining schedule). C. Baumann has contacted everyone that this will affect. On Wednesdays, delivery will be added. The change to delivery is based on the new study and by certain types of materials. It also is influenced by the meeting M. Van Pelt had with state directors last Tuesday, where there was a consensus among systems there it was better to safe than sorry so systems and all would abide by new four day quarantine of materials.
4. Is there anything report wise that we can do to help libraries? Nothing came to mind.
5. Overdue notice changes? SUN finds that because they don't have returns all day everyday/overnight, people have a hard time getting things back. Patrons getting overdue notices is compounding pandemic anxiety people have. SUN has put in a request to stop all email overdue notifications. Has anyone else experienced this? MAD said they haven't. It might be helpful that they are doing returns 6 days/week. PIN has more concern for what will happen after August 1 when items are due. They are backdating materials. MAD is voting on August 6 about going fine free, would publicize this after its official. MTH is getting complaints from patrons about pre-overdue notices for items where the date has been extended. POR reported that patrons are complaining with backdating/quarantining. Are patrons complaining that they are over their limits? PIN and REE have seen this. MID is overriding the block when this happens for their patrons. PIN is doing this too, but it can be time consuming.

6. Is there an outcome that you would like SCLS to share with all libraries? Information about red bin orders.
7. Next CSC Meeting; Checkout limit, worth extending temporarily? Pre-overdue notices are causing confusion with conflicting due dates. STO would like to review the conversation when August date passes at the next meeting.
8. UMS – any libraries starting up? No – MAD, BAR, STO, MID. Are items going to Lost status? We won't have a lot initially because people have delayed due dates. What will happen for after August 1?