Catamount Loans Group Meeting
June 24, 2021 - held virtually via GoToMeeting
Meeting minutes

The meeting was called to order by Jennie Rozycki (McCullough) at 9:04 a.m.

Also attending were: Wendy Sharkey (Bennington), Holly Hall and Cathy Clark (Deborah Rawson), Jill Toffieri (Fletcher Memorial), Bridget Stone-Allard (Georgia), Emily Zervas (Putney Public), Karen McDonnell (Rutland), Tammy Gould and Sue Dowdell (Springfield).

Kathy Beard from Norman Williams arrived early, expressed vote, but did not stay for the meeting.

Not present: Sarah Snow (Ainsworth), Courtney Carey (Brooks), Cathi Williams (Guilford), Cheryll DeRue (Brigham), Gary Mercy (Morristown), Sarah Wiles (Putney School), Tony Pikramenos (Reading), Tyler Strong (Royalton), Catherine Goldsmith (Starksboro), anyone from Waterbury, Rene Cressy (West Rutland)

ASPEN DISCOVERY: Jennie recognized that the group needed to vote whether or not to recommend the product. Sue made a motion, Wendy seconded, that the loans recommend to the CLN Board that we pursue Aspen Discovery. (8 in favor who were present at the meeting, one nay - Kathy/Norman Williams who had expressed opinion before the meeting).

Jennie will be calling all member libraries to check in. But the vote to recommend does stand as is. Jill T indicated that Jennie should share that Aspen’s catalog is so much more intuitive.

EMAIL BOUNCEBACKS: Karen (Rutland) wants some suggestions on what to do with them. Wendy said that to her knowledge the email ‘complaints’ are resolved. Bounceback problems are mostly on the patron end. If the system says it has been sent then the email may be in the patron spam folder. If it is a failure-to-send and the bouncebacks are from the same provider (i.e. yahoo, or gmail), then let us know so Bywater can investigate to see if it is a blocking issue.

FINAL WARNING NOTICES:Karen (Rutland) wants to know if you can customize notices for items checked out for a year. Wendy said each library can set up 3 overdue notices (in addition to the ones for pre-due and due notices). Individual libraries can set up the timing and the wording for each of these.

Karen (Rutland) wants a final notice to be sent at 11 months. Items at Rutland are deleted 1 year after overdue from lost/missing report, leaving the title and replacement cost on the patron account, but no associated barcode or iSBN. If the item comes back after, the patron still has to pay for it.

Tammy (Springfield) mails invoices when 45 days overdue. The items are not taken off the patron account. The items are left on the patron account.

Bridget (Georgia) is taking off items that are 5 years overdue as they are cluttering up with catalog.

Further discussion regarding how individual libraries handle the situation and how it affects other libraries in the consortium. Sue (Springfield) and Jill (Fletcher) discussed patrons who owe to other libraries and come to your library. Sue was reminded that staff need higher level / full permissions to see patrons in other libraries. Jill has a process that circ staff give a new patron a ‘temporary’ status, then the staff with permissions then checks other libraries before they are full status patrons.

Jennie (McCullough) discussed her restorative approach vs a punitive one for lost items. Their library keeps the item on the account. If it is already replaced then she suggests that the patron makes a donation.

Returning to Karen’s original request, Wendy will contact Bywater to see if it is possible for a special email for Rutland at 11 months.

Emily (Putney) said that she prints the last email and mails it. Wendy said there is a setting that will suspend the patron account with the last email sent.

Sue (Springfield) said evening clerks are making reminder phone calls for the long overdue items.

NEW LOANS GROUP COORDINATOR

Duties include: managing the GoTo Meeting, warning the meeting, adding the meeting as a calendar item, posting the agenda, guiding the conversation, recording the meeting and posting the recording. If possible, attend the CLN Board meeting to provide an overview and attend the annual meeting - or ask someone who attends to report in your place. There are 4-6 meetings per year. Current CLN Board members should not be the coordinator. Jennie will call members who are not attending meetings. It is important for all to have a voice. It is a requirement for CLN participation.

Reminder of annual meeting – Tuesday, October 26, 2021. It was supposed to be held at Waterbury but with staff changes, Bridget (Georgia) offered to host it instead, with a virtual option.

Bridget (Georgia) volunteered to do it for the remainder of the 2021 year, but cannot do it after that. The next meeting will be held on Thursday, August 19th at 9AM via GoToMeeting.

Wendy made a motion, seconded by Jill, to adjourn. All in favor. The meeting was adjourned at 9:48 a.m.

Respectfully submitted,
Sue Dowdell