Catamount Loans Group

12/18/2014

Present: Greg Tischer (Royalton), Deb (Rutland), Karen McDonnell (Rutland), Constance (Deborah Rawson), Jill Chase (Waterbury), Linda Hartin (Morrisville), Wendy Sharkey (Bennington), Jill Tofferi (Fletcher), Lindsay Bellville (Brooks) .

1. **Review of last month's meeting minutes:**

    The group discussed the unfinished business of billing invoices for a sister library's lost/paid or damaged books.   When a patron either returns a damaged book belonging to a sister library and/or has lost a book belonging to a sister library the following will occur:

    1. If an item is returned damaged it will be returned to the library who owns it.
    2. The primary library will assess damage to the item and use the new created invoice to create a bill for the item.
    3. If an is lost the primary library use the same invoice.

        Here is an example of the invoice:

    <div style="border:1px solid black;">

    Bennington Free Library
    Invoice for Lost / Damaged Item(s)

    Date: 11-6-2015
    Barcode: 30250100131832
    Title: The Mask

    Item Information:
           Home Library: Bennington Free Library
           Item Type: Book
           Collection: Fiction
           Item Call Number: FIC Koontz, Dean
           Replacement price: 7.99
           Current Location: Rutland Free Library
           Checkout Status: Transfer is 209 days late

    Total Amount Due: $ 7.99

    </div>

4. Once the invoice is received the secondary library will copy and past the information into a letter bill to be sent to the patron.

It was noted that a formalized procedure needs to be written. Sheila asked for a volunteer and Deb offered to step up to the plate.

UNCOLLECTED HOLDS:

The problem of patron continually putting holds on items, but failing to pick them up was discussed. This is a costly problem due to the postage. Should they be restricted and how?

Deb shared the RFL model: In the comments section of the patron record RFL notes each DPU and dates it. After three DPUs a conversation will take place with the patron letting them know holds can be suspended for 1 month.

Problems: Holds really cannot be restricted. Only the entire account can be restricted; thus disallowing check outs. This would cause problems at the RFL self-check.

Karen also noted that the non-pick up is quite often it is not even the patron's fault. Gmail and Yahoo upgrades cause patron mail to be diverted to their SPAM folders, causing unsuspecting patrons to miss the holds notice.

The group then discussed placing a notice on one or more of the OPAC screens (perhaps as the patron checks in). Such a notice might state that the mailing of items from consortiums libraries is expensive, and please do not place a holds on items unless you are sure you will pick it up.

Sheila said she would need us to give her the URL to the page we would like, and the location on the page for such a message to be placed.

Deb also noted that at RFL we are double checking all patron emails. Once the email is absolutely verified it is entered as Email***. This way the circ assistants will know that the patron assured us of the correct address. RFL does not give second calls to these patrons.

DANGEROUSLY OVERDUE:

For libraries that do not charge overdue fees there needs to be a method for restricting patrons who already have out books that are "dangerously overdue." At most consortium libraries the patron's account automatically locks up at a $10.00 fine.

After some discussion Sheila noted that this could be done via the billing notices. Under KOHA tools, and then "notice triggers"/Define overdue actions VSQG; one can restrict patrons based on a 30, 60 or 90 day notice.

Hold Overrides:

Constance said at Deborah Rawson they are unable to place holds for patrons with "home cards". Sheila suggested that if we select "allow" in the global system preference "`AllowHoldPolicyOverride`", then Deborah Rawson staff would be able to override the policy blocking non Catamount cards from placing holds. After discussion about the complexity in completing this override everyone present felt satisfied that circulation staff and volunteers wouldn't be overriding holds, those present voted to make the recommendation to the CLN board that the global system preference, "AllowHoldPolicyOverride, be changed from don't allow to allow.

Waterbury Moving :

Jill Chase noted Waterbury will be moving to a temporary location while their library is being built. Many of their items will be unavailable due to this fact.