

A little slow techy start. Wendy was sent to presenter? (Karson was slow to catch on.) Jennie did some tweaking and fixed it.

Question from Karen (?) I think: who is new director at Royalton? Someone replied they sent out requests for CLN contact updates but got no/few responses so will send again

Gary is taking Linda's place in ILL at Morristown Centennial

Karen asked: how long to wait before deleting items lost in transit?

Jill said after three months she decides delete record or replace.

Follow up question (with passion): how do we get so many items lost in transit? (Jill I think said not sure, human error, GMM, etc.)

Someone remarked a bin took 21 days to arrive. April had to be called and she called the courier.

Someone else added the courier service not very responsive. Constance: GMM changes drivers a lot, she assumes it's not a great job.

Jennie asked: did the list that was sent around help? Someone replied they've never found items on their shelves. Jennie restated question and said it's up to individual libraries and had Jill repeat her practice of waiting 3 months.

Karen said Guarantor issues – she will wait until Wendy is present; she came up with answer for now.

Purging patron accounts. Jennie reports what Wendy said and displayed on screen. Jennie read Wendy's answer about patron purge. Someone said go ahead and read but "this is becoming a monster for me."

Jennie asked for questions. Someone else asked for observations and asked for issues others are having. Same person "this is much bigger than I expected. I ran report yesterday for people with fine and fees (they can't be deleted) some go back many years. Do we have to go back and forgive all those fines to get rid of those records? Oodles of 0.15 fees, and the no guarantor deletion is issue too. I had over 8000 people on this report. This is huge work; it sounds simple to just push a button and purge but it's not."

Jill Tofferi: acknowledging we are smaller, but I think I have an inactive patrons report, and that may be helpful.

Same person: frustrated by reports. I can parts and pieces but not all of what I need. I (Karen) wants expiration dates and fees. Jill said write out all parameters you want and ByWater will help and it will help us all. She tried the report Wendy sent her yesterday but it didn't give out data in any order. Jill (I think) if you run the report, do you put it in Excel, you should be able to sort.

Constance: I agree with Jill. Write down exactly what you need and ByWater will write a report for you.

Reply (Karen) I think: I scheduled a whole day off desk for me tomorrow to deal with this.

Jennie: an idea, try a public call for fine forgive at Rutland...

Karen (in Rutland) it seems: we have a lot of things going on here.

Jennie: try to get the people doing more

Karen (I think): the report of patrons with fines is so big it crashes my system; it spins and spins and doesn't work. I think I need to have a long conversation with Wendy as to how to go about doing this.

Auto Renewal Options (this is Karen as well): Randall (director) noticed in staff client you can "Auto Renew" Does anyone use this? Is there something in Koha from Admin end so it can just auto renew

Karen: right now I'm looking at my account in Koha, below checkout box, check out settings, click on this and box for auto renewal appears. It will automatically renew items in my account. Is there a global way to do this? Someone answers I don't want that feature here. And Karen said yes, is there a way for individual libraries to use that function. Optional for any library that wants is the ideal. Can each library make a choice for all of its patrons. Another Wendy question.

Another renewal question (Constance I think): Example – we get a book from Springfield. Is it okay for me to automatically renew that book the normal amount of times it's allowed? All said yes. She said I think we do that too, but I was asked.

Jennie – new topic – in patron accounts, option to designate a home library that gets really confusing for North Bennington and Bennington (or any libraries that share a patron base) Jennie asked to show an example. Jennie clarified patrons are doing this on staff side, people are making requests to make this change. Someone not believing her. Jennie went to OPAC and said it's weird and makes for awkward conversations.

Jennie is saying this home library change shouldn't be an option to begin with. Someone says Jennie still has super permissions. She decided to log in as her husband in public side to test. Didn't work. Jill gave her daughter's account info to test. Jill had Jennie change home library, Jill will check on her. They all agree home library shouldn't be changeable on public side.

Someone else asked about the Privacy Waiver field: Jennie answered that's just can we keep your borrowing history.

Jennie –sorry I haven't been watching chat.

Interjection (I can't tell who – Constance? Or Jill?) The request to change home library came through. In the interim everyone tell your Koha-using staff the answer is always "no."

Request for Wendy (or someone) to write ticket to remove it. Think it snuck in on the upgrade and no one noticed. Jennie said she will write a request to Koha (I think)

Last item: Essential fields on patron accounts – Jennie – we might want to table until next meeting (thinking this is a we need Wendy item – Wendy you are essential!) Jennie said changing the options could help people make things less confusing for people. Other ideas?

Asked for general discussion – can we pull up a general person – Jennie pulled up Dana's record: one observation – do we need ethnicity? Another reply: remember this is not a US product it's international.

I think ethnicity was a requirement for Deb it was a federal grant requirement. Many people were offended at being asked that question. Biracial people offended for example.

Jennie: other thoughts on fields that are essential? Do patrons see this? Jennie said yes, she gets all kinds of weird requests to update things. Jennie said yes patrons see it. Jennie feels it's not streamlined. She prefers to not have what she doesn't need. McCullough requires very little to get a card.

I missed someone's question about what patrons can or cannot see...

Does anyone use "internet permission"? yes, also use "card held at desk"

Jennie: I've gotten questions I'm trying to edit my account, "what do these things mean?" Jennie says you can ignore most of it and it confuses clients.

At Deborah Rawson, we only use "town of residence"

We use "school name" but has nothing to do with school. We put email/phone there and it shows on receipt. If we put it in contact info it doesn't come on receipt, but if we type in that box it does.

Jennie will investigate what are essential fields and maybe ..

Someone: it would be nice if OPAC only showed few items...yes it's very long.

Jennie says it sounds like this is another long meeting to have.

First step (again) ask "poor Wendy" to ask ByWater what fields must be assigned or what can be changed

Karen's additional agenda item: Waivers

Karen: do you do that? waivers for allowing other people to pick up other people's items, some libraries on registration form there's a box indicating someone else can pick up items for me.

Unknown: we do, we just put a note in message field someone else can pick up

Someone said we allow different people to pick up holds items (not browse shelves). VTLIB said should really be doing that (privacy) so some libraries have that general waiver other person can pick up anything for me.

Someone has children internet waiver permission and also waiver on phone message that allow them to name what item in is message. Answered: no we don't name the title of the item.

Jennie: one of our board members is a librarian, but husband is pharmacist in that world spouses can pick up prescriptions.

Answered: the meeting with VTLIB read through title 22 and said not really allowed

Someone pointed out the waiver box can be used for anything you want it to be. Jennie displayed Dana and the privacy waiver box just under his email. Jennie asked privacy waiver just meant do we keep their checkout history, answered no. Checkout history is circulation history. Waiver is related to patron information, not checkouts. Privacy waiver can be whatever you want, whatever you make your waiver say. Answer (Karen I think) that's great I didn't know you could use that many ways.

Question (?) If it says Privacy Waiver yes it doesn't really tell you it pertains to ability to have someone else pick up items for you. Anything that would be construed as private isn't.

Answer: up to individual library, if patron signs card and our waiver outlines specific privacy details, if that field says yes then "privacy" means whatever each library defines as privacy. There is no definition to it. Each library defines.

Jennie: further discussion?

Jennie reminder: Next week is annual meeting in Rutland

Jennie – we should think about December meeting, agreed...Dec. 10 @ 10am?

Those present agreed.

Jennie – sorry Jill – I wasn't looking at chat –

Is there anything that I really missed?

Answer from someone: director at Royalton is Tyler Strong email: tyler@royaltonlibrary.org

Who is director at Norman Williams? Jennie – I think it's interim

Jennie – asking Jill – would it make sense to pass contact list around at the annual meeting. Sure

Jennie says in chat Jill has good suggestion – please help watch chat window all

Next meeting Dec. 10 @ 10am

See you all soon and thank you!