9:00-9:15: Welcome and logistics –

9:15-11:30 –ALL-WALS

1. Review, Remind, Refresh!
    a. **Review:**
        i. Analytics Training…Melissa has been visiting all the LACs to do Analytics training/refreshing. Hopefully, everyone is getting the hang of the new reports.
        ii. Books on CD—No Longer SHORTLOAN
        iii. Removed quarantine language from pre-due notices. Still on overdue/bill.
        iv. Two main Patron Profiles in place, block limits changed to reflect new limits.
    b. **Remind:**
        i. **Symphony Upgrade**—Wed night, Sept 1. Will need to update WF on Thursday morning.
            1. Remember to logout of WF Wednesday night—especially important if folks work from home
            2. Leave enough time on Thursday morning to update WorkFlows on all PCs
            3. Right-click Workflows icon and select "Run as Admin"
            4. No major changes, just needing to stay current.
2. **Refresh:**
    a. **Search MORE carefully!**
        i. At least 3 incidents of checkout/bill/address change to wrong patron in under 3 months.
        ii. This is why it is better to browse search when looking up patrons:
            1. Johnson Deb
            2. Jones Ann – show keyword
        iii. Ask for last 4 digits of phone or birthdate if there is more than 1
        iv. Just search by birthdate (or phone) if they don't have their card?
    b. **Renewal reminder**
        i. Do not renew more than 2 time! Especially if not your own item.
        ii. Especially if item has holds.

    c. **Bookdrop vs receive transit** – Doesn't make a lot of difference which one you use. Each has some advantages and disadvantages. MAIN THING:
        i. Watch the screen!!
        ii. Don't Cancel!!
        iii. Don't scan next item w/o putting the first item into transit—either for holds or back to home library.

3. **Updates**
    a. **Removing patrons—home work coming**: list of patrons expired w/bills, holds. Need to remove bills, holds and change profile to REMOVE. These patrons are not coming back! We are keeping personal info on patrons waaaaaaaay longer than record retention requires or even recommends.
    b. **Transitioning names**
        i. Just replace old first name with new first name.
        ii. Put dead name in Notes field

  c. **Gender on Library Card Applications?**
    i. Have libraries dropped it?
    ii. Changed to "preferred pronoun" locally?

  d. **SD Direction**
    i. is that staff won't be able to see patron PINS. Not immediately, but we will need to embrace that eventually.
    ii. Staff will need to login individually to BLUECloud Products eventually. So, not OS-CIRC or CO-STAFF, but percey@oshkoshpubliclibrary.org or deer@packwaukeelibrary.org.
    iii. Currently still optional with upgrades. Won't be forever.
  e. **More places to find Township info**
    i. https://maps.sco.wisc.edu/Parcels/
    ii. https://www.randymajors.org/civil-townships-on-google-maps?x=-89.1538218&y=44.1813262&cx=-89.1538218&cy=44.1813262&zoom=11&labels=show&townships=show&counties=show

4. **WALS Fees Walkthrough – presentation**

5. **Jeopardy!** The questions are made up and the points don't matter!
  a. Whoever answers first in chat gets to choose the next question.