

ALL-WALS Agenda With Notes
Green Lake Public Library
August 29th, 2017

9:00 – 9:15 Coffee & Conversation -- Table of ALA Handouts

9:15 – 10:00 -- Random Reminders

- **Withdrawn/Lost-Paid procedures/Partial payment for LOST/DAMAGED books –**
 - **Who determines amount?** Does it depend on how much it is, or how bad the damage is? Need to clarify.
 - Official docs say: when adding charge to patron record for Damaged item: “The Local library, not the owning library, charge rates apply.”
 - Aug 2016 ALL-WALS says: “Remember remuneration for lost/damaged materials is *determined* by owning library, given to owning library.”
 - **At the All-WALS meeting, after discussion it was agreed that for minor damage, libraries should contact the owning library to determine if the patron should be billed for the damage. For major damage, the library should fill out a Damaged Item form, check the item out to the owning library’s Damaged card (DA-XX), and send the item back to the owning library for them to handle.**
 - **The key point in both cases of major and minor damage is to contact and inform the owning library of the situation.**
 - **Winnefox recommends not charging for minor non-intentional damage, “normal wear and tear”.**
 - **What about partial payments?** Any reason why patrons can’t pay off part of a lost/damaged item?
 - Make sure any partial payments go to owning library
 - **Lost Paid items.** When a patron wants to pay for an item they know they have lost and don’t want to go through the usual “well, maybe it will turn up” process, simply bill the patron (using the Billing a User Wizard) and assign a reason of LOST. Pay off the bill (Paying Bills Wizard). If the item belongs to a different library, send the check to them with a note and the item ID. WITHDRAW the Item. You might need to use an override.

When the patron knows they’ve lost an item, but can’t pay for it right away, follow the procedure above, but don’t pay off the fine. The item should still be Withdrawn.
- **Electronic Titles** – Add to catalog? Nope. None of our other e-titles are added to catalog, they come through ERC.
- **Daily Circ vs Weekly Circ** – We are trying to move away from WF reports to Analytics AND more importantly moving away from those WF reports that generate 1 per library whether the library uses them or not. Would it be horrible to get your “daily” circ reports weekly—that is, one report per week that outputs your circ for each day? It would be automatically output in Excel, and broken out by Item Cat 1.

10-10:20 -- **Catalog** Upgrade: new look! New Catalog Features: Fav Author, Online Renewal

- **Catalog Upgrade:** When we upgrade to the new version of the catalog, the appearance of the catalog will change slightly to accommodate updates made to allow for responsive design (viewing the catalog on mobile devices). In general, the appearance will stay much the same: the header, search box, facets, and results generally stay in the same place. However, we do need to re-customize our color scheme, and to that end, we have three options for you.
- **Catalog New Features:** Already released: Online Renewal; Favorite Author Club. [How’s it going?]

Break

10:30 – 11:30--Online User Registration –

- **Demo**
- **Handouts**
- **Discussion** – Remember:
 - No materials can be checked out until patron comes in and registers in person. Holds and online resources only. We can block Hoopla if you want.
 - Only patrons with zipcodes in our service area will be allowed to register online.
 - Online cards expire in 30 days if patron doesn't come in and register
 - User Cat 1 gets automatically checked against FactFinder for new registrations daily
 - You get monthly (maybe weekly) lists of who registered online
 - You get daily emails of people who registered but whose UserCat1 couldn't be determined.
 - Not everyone who tries to register online will come in to get their card. This is OK.
 - Lots of other libraries are doing this. I haven't heard of any who have stopped the service after starting it.

11:30-12:00 -- WALS "Whaddya Know?"

Lunch

1:00-2:00 – Leftovers

- **Demographic Sites** – Mini-Demo/Handout. Melissa went to the WILS Workshop on Demographic Data for Libraries and learned about a couple of sites that could be of use for your libraries. This is a brief overview; to go into any of the three in depth would take longer than we have time for here and now. If what you see here interest you, contact Melissa for more information
- **MobileCirc Update** – On 8/10/17, MobileCirc was globally updated. One exciting thing included in this update was the ability to checkout to a user with 1000+ checkouts; this is useful not for normal patrons, but for the WD-XX users that are used for weeding materials. Often, these “users” would have well over 1000+ checkouts, meaning that the library could not use MobileCirc to weed. With this upgrade, that problem has been solved.

[demo] The other exciting thing in the update was MobileCirc's new ability to track attendance at events. Patrons can “sign in” using their library card number, or if they do not have a library card or do not wish to use their card, can sign in as a Guest. The technical details of this works by a library creating a dummy “item” for the event, then, invisibly, the event is “checked out” to the user or the guest, and immediately discharged. While the use of a dummy item and a “checkout” does mean that we must account for this in monthly stats, it also means that we can pull stats for that event as well, as a breakdown of UCat1, Gender, User Library, etc.

- **Shoutbomb** -- New! If patrons can't sign up with Shoutbomb due to being unable to send a text to an email address, you can have them create a contact for 920-212-4349 instead of winnefox@shoutbomb.com. This phone number will work the same way as the email address, sending them notices of items on hold and about to be due, and taking the same keyword commands as normal. Please *only* give this number to patrons having problems; for the vast majority of patrons, the email address does work, and will continue to work, perfectly fine.
- **Visibility** – Need some volunteers to help promote your libraries' online presence. This would be people who regularly post book titles/catalog links on Facebook, Twitter, blogs, Pinterest, and other social media sites. I'd be wanting to teach folks how to find a title in Visibility and post that link instead of the traditional catalog link. There would be one or two 1-hour training sessions (either by phone or in person) to help you get started.

The purpose is to promote your library's domain and to promote your library's materials to Google, so that people out in the real world can ask “fantasy movies near me” and get library hits as well as what is playing at the theater.