

# Minutes of Evergreen Advisory Committee Meeting

Via Zoom

Tuesday, June 20, 2023, at 1:00 PM

**Committee Members Present:** Debby Emerson & Erin Robinson (Wadsworth/Livingston), Lisa Gricius (Warsaw/Wyoming), Kimberly Iraci (Williamson/Wayne), Margo Prak (Dansville/Livingston)

**Others Present:** Dan Guarracino (Automation Librarian, OWWL), Kelsy Hibbard-Baker (Technology Services Librarian, OWWL), Ron Kirsop (Executive Director, OWWL), Kathryn Riedener (Collection & Resource Coordinator, OWWL)

**Excused:** Jessica Winum (Geneva/Ontario)

## 1. Call to Order

The meeting began at 1:05 PM.

## 2. Old Business

### 2.1 Damaged item flowchart

We discussed this earlier in the year (see item 3.1.4 of March 2023 minutes). Dan presented the updated version, which takes into consideration committee feedback.

EAC does not recommend including the flowchart with the OWWL policy “Damaged Items Not Owned by Your Library,” as it is more procedure than policy. Dan will add the flowchart to the Recall Hold page on OWWL Docs.

## 3. OWWL Updates

### 3.1 Aspen

Dan notified the committee that [owwl.org](http://owwl.org)'s search box now points to Aspen. Prefab websites have also been updated so that the search box points to Aspen. OPACs are an ongoing project.

Aspen has a new banner with links to help pages and a feedback survey.

## 4. New Business

### 4.1 Multiple holds requests on titles

The committee agreed it should be policy to refer teachers to BOCES when they need to reserve multiple copies of a title for their classrooms. This would be best suited as an addendum to the agency card policy, and added to the Agency User Records page on OWWL

Docs. The committee agreed upon the following language: “Classroom teachers should be referred to their school librarian/BOCES for group loans.” This will be brought to OWWLDAC.

In similar cases, such as for book clubs, patrons should use their own cards to place a hold on a title, rather than one person placing multiple holds.

Libraries typically place a hold on one copy per library, so it would be unnecessary to contact each library to alert them.

#### **4.2 Forgiveness of lost payment processing fees**

The committee agreed that a processing fee is different from a fine, and the library issuing the processing fee should be the only library to waive it. Otherwise, it should be collected and passed on to the library along with the lost item payment.

The committee agreed that language should be added to the OWWL Policy “Lost Materials and Damaged Materials.” (“Payment for lost item processing fees should also be forwarded to the owning library. Forgiveness of lost item processing fees can be determined by the owning library.”) This will be brought to OWWLDAC.

#### **4.3 Lost/damaged item payments between libraries**

Because not all libraries accept replacement copies in lieu of payment for a lost or damaged item, patrons should check with the owning library before acquiring a replacement copy. If a replacement copy is accepted by the owning library, the library working with the patron should accept the item, print out documentation, and send the replacement copy and documentation through delivery. The library can use “Goods” as a payment type.

The committee agreed that this should be in policy. Dan proposed the following language: “Check with the owning library before telling a patron that you can accept a replacement copy in lieu of payment. Not all libraries accept replacement copies for lost or damaged items.” This will be brought to OWWLDAC.

#### **4.4 Hold cancellation notifications**

The committee unanimously agreed that notification of hold cancellations would be helpful. Dan will look into this further.

#### **4.5 Cardholder restrictions**

Dan will draft some language for a new policy that says libraries cannot restrict the borrowing of physical items to just their own cardholders. This would not apply to digital resources, such as Hoopla.

#### **4.6 Policy for deceased patrons**

There was a discussion on how to handle accounts belonging to deceased patrons. The current policy is to mark the patron inactive.

PINES, affiliated with the Georgia Library System, has a more involved approach that includes changing the patron's name to "Deceased Patron," marking the phone and email as invalid, changing the account expiration date, deleting the patron's address, changing the password, and marking the account inactive. This process does more to anonymize the record yet maintains any necessary links to items checked out to the patron.

The committee also discussed what to do if a deceased patron has bills or items still checked out to their account. One proposed solution was to mark all items lost and void all bills.

Ron is going to ask OWWL's attorney if a deceased patron's records can be shared.

The committee decided that this would be better suited as a recommended process than a policy.

#### **4.7 Collaborative agenda**

The committee is going to try using a collaborative agenda on Google Docs that anyone can edit.

#### **4. Next Meeting Date/Time**

Tuesday, October 17 at 1:00 PM on Zoom

#### **5. Adjourn**

The meeting adjourned at 2:42 PM.

Respectfully submitted,  
Kelsy Hibbard-Baker