

PLS CIRCULATION MANAGERS MEETING

AGENDA

Thursday, April 18, 2019

San Mateo Public Library, 55 W. 3rd Ave, San Mateo CA
The Laurel Room, 2:00-4:30 p.m.

Facilitator: Lori Lisowski/SMCCD

Recorder: Natalie Juhl/DCL

- I. Agenda Review
- II. Approval of March 21, 2019 minutes [**Attachment 1**]
- III. PLAN Items
 1. PLS delivery report – Yemila/PLAN
 - a. Tote Check-in
 - b. Saturday delivery
 2. PLAN report – Vanessa/PLAN
 - a. Auto renewal trial
 - b. Protocols for records clean-up for circulation
 - c. Settings for holds being checked out on self check units
- IV. Informational Items
 1. Update on New SMCCD Library Services Platform – Ellie Tayag/CSM and Gabriela Nocito/SKY
 2. Explore potential options for creating or designating a category for laptop vending machines – Mara/SMCL
 3. Report on April 4 Admin Council Meeting – Homer/RCL
- V. Action items
 1. Create a temporary working group for circulation issues related to the SMCCD transition to a new library services platform – Lori/SKY
 2. Approve new SMPL location codes for magazines and graphic novels – Mary/SMPL [**Attachment 2**]
 3. Approve new SKY location code for AV materials – Lori/SKY [**Attachment 3**]
 4. Approve new call scripts for telephone renewals and notifications – Vanessa/PLAN [**Attachment 4**]
 5. Approve one-time global purge of fines for REGY and NRY patrons – Homer/RCL
 6. Approve accessibility statement for agendas – Lori/SKY [**Attachment 5**]
 7. Determine whether to continue downtime phone tree for Sierra – Homer/RCL

VI. Circulation Manual in FIDO Update/Review/Approve – Homer/RCL

1. 01.01 PLS Circulation Systems Managers Decisions (revisions pgs. 1, 3) **[Attachment 6]**
2. 01.02 PLS Circulation Systems Managers Meetings (new section) **[Attachment 7]**
3. 01.03 PLS Circulation Systems Managers Procedures (new section) **[Attachment 8]**
4. 01.09 A Novice User’s Guide to Reports Calendar (new section) **[Attachment 9]**
5. 01.10 Reports Calendar (revised and renumbered) **[Attachment 10]**
6. 02.07.02 New Code Request Form (page 1) **[Attachment 11]**
7. 02.07.03 The Loan Rule Determiner Table (2 slides) **[Attachment 12]**

VII. Agenda Building/Future Agenda Items

VII. Announcements

IX. Public comments:

(Individuals are allowed three minutes, groups in attendance five minutes. It is system policy to refer matters raised in this forum to staff for further investigation or action if appropriate. The Brown Act prohibits the Circulation Managers from discussing or acting on any matter not on the agenda pursuant to state law.)

Pending deadline dates and forthcoming events:

Admin Council next meeting: June 6, 2019
Admin Council Executive Committee next meeting: May 2, 2019
Circulation Managers’ next meeting: May 16, 2019
Next Recorder: MPL

Recorder rotation:

BPL: March 2019
DCL: April 2019
MPL: May 2019
RCL: June 2019
SBL: July 2019
SMCL: August 2019
SMP: September 2019
SSF: October 2019
BPL: November 2019
DCL: December 2019
MPL: January 2020
RCL: February 2020
SBL: March 2020

PLS CIRCULATION MANAGERS MEETING

MINUTES

Thursday, March 21, 2019

San Mateo Public Library, 55 W. 3rd Ave, San Mateo CA

The Laurel Room, 2:00-4:30 p.m.

Present: Lori Lisowski/SKY, GERALYN O'BRIEN/BPL, HOMER MARTINEZ/RCL, NATALIE JUHL/DCL, RANI SINGH/MPL, SARAH JOLLEY/SBL, MARA COTA/SMCL, MARY KWAN/SMPL, BRIAN MALIBIRAN/SSF, VANESSA WALDEN/PLAN, JOHN FELSCH/PLAN, NICK DELLAPORTA/CSM

Facilitator: Lori Lisowski/SMCCD

Recorder: GERALYN O'BRIEN/BPL

- I. Agenda Review-Add AV snags and Non-PLS items under Informational Items
- II. Approval of Feb. 21, 2019 minutes MSP RCL/SMCL
- III. PLAN Items
 1. PLS delivery report – John/PLAN
 - a. Tote Check-in: In response to a question about how much time is needed for a rollout of tote check-in, the Committee felt we needed more information before making any decisions. Circulation managers want to know who would do the training for tote check-in and if we could get some different bids for different bins? What happens if a library chooses not to use tote check-in? What happens if the barcode is not checked in?
 - b. Sorting at County Central: Concerns were expressed about bins having a mixture of holds and in transit items and not always being labeled correctly. John asked the Committee to send information about errors to him. The Committee asked if we could get locked bins. If the bins can be sorted more rigorously, then we may favor tote check-in.
 - c. Saturday delivery: July 2019 is the target to implement Saturday delivery. Libraries that participate expect to shift existing resources to handle the deliveries.
 2. PLAN report – Vanessa/PLAN
 - a. Auto renewal feature questions: one notice for auto-renewal and overdue notice. Will have one month trial of new feature using staff cards. Vanessa will post Excel spreadsheet on FIDO for questions or issues. June is target date to begin new auto-renewal feature for patrons.
 - b. Cleaning up Home Library codes may help the auto renew script function better. Lori will submit a ticket to have a Z Home Library clean up list added to FIDO tools.
 - c. Status of patron ID number/account number appearing on notices: Print Wizard is nearing the end of its life and is going away. We will transition to Print Templates. These will incorporate the patron ID. The templates can be customized. Admin settings will need to change on all terminals. The Committee will need some lead time to discuss what will be standardized system-wide and what can be customized locally.

Attachment 1: March Minutes

- d. Status of LRDT revisions and REGY and NRY scripts: All LRDT changes to be completed by 3/27. Lori then will submit ticket to have REGY and NRY scripts run to convert applicable J patrons to Y patrons. Once everything is completed, Vanessa will send Circ managers email.
- e. Sierra upgrade: There is no longer a name associated with email sent by the system. It now says "library notices." Not obvious that the email is from the library.
- f. Kanopy records are now live in Sierra. The Information Services Committee has subscribed to Skill Soft. The site is live, but the catalog records are yet to come.
- g. Records clean-up: Vanessa will be sending requests to circ managers, technical services, and acquisitions to clean up records in Sierra so we can reduce the amount space on the server.
- h. PLAN moved today to Suite 204.

IV. Action items

1. Approve new Menlo Park-Belle Haven location codes – Rani/MPL: MSP RCL/SMCL
2. Approve new South San Francisco-Grand Avenue location code – Brian/SSF: MSP RCL/BPL
3. Delete unused SMCCD Patron types – Lori/SKY: Committee approved deletion of CONLA and CGSP but decided to retain CNCOL. MSP RCL/SMCL
4. Create, revise, approve auto renew courtesy notices in all formats (email, print, phone, text) as needed – Homer/RCL: Committee revised the email auto renew notice. Lori will submit ticket for change. Vanessa will email spreadsheet to Circ managers with recommendations for phone script changes to be discussed at next meeting. MSP DCL/SSF
5. Make recommendation to Admin Council on tote check-in – Lori/SKY: Circ managers have questions about the work flow and how tote check-in would work. Are there demos or videos available? There are a host of variables to consider. It won't work the same everywhere. The Committee would like more detailed information and options before making a decision.

V. Informational Items

1. Brown Act requirements relating to agendas and public accommodation – Lori/SKY: We are supposed to add information on how to get disability accommodation to the agenda. Lori will look for examples and will have a draft procedures for the next meeting.
2. Use of temporary cards for non-county patrons who do not have proof of address – Sarah/SBL: The public libraries give temp cards to non-county patrons and have local rules for how to handle proof of address. Much of this information is in FIDO.
3. A/V snags – Homer/RCL: Send all snags directly to the owning branch, not the main library. For example, don't send Fair Oaks snags to RCL Main. Include sender's name or initials and library.
4. Non PLS items – Homer/RCL: each library should mail out Non-PLS items directly to where it is from. Example: school material please send directly to school not the library closest to school.

VI. Circulation Manual in FIDO Update/Review/Approve – Homer/RCL

1. 01.03 PLS Circulation Systems Managers Procedures (new section): Not ready for approval. Email Homer by March 29 if you notice anything that needs to be added to section.
2. 03.04 PLS Patron Entry Protocols (minor changes): MSP SMCL/DCL

Attachment 1: March Minutes

VII. Agenda Building/Future Agenda Items

Tote Check In

Down time phone tree

SMCCD Library Service Platform presentation by Director of CSM

Circulation Manual 01.01 and 01.02 relating to Brown Act and agenda posting

Approval of phone script for phone notifications

Circ Systems Managers Procedures 01.03

Protocols for records clean-up for circulation

Check settings for holds being checked out on self check units

VII. Announcements

DCL-New Branch Manager for JDD and Bayshore, Patricia DeLara

SMCO-Jenny McLain-MIL, Mary Patterson HMB, Mike Eppley-PAC –all retiring

MPL-Hiring for Pages-need is for 10 more

BPL-First Friday Art Exhibits-April 5th through October; Book sale April 12, 13, 14th; Civil liberties exhibit

CSM-Library hosting art workshop 3/25, on-going yarn art-every Friday 1-3pm

SMPL-Hiring new library director

PLAN-Hiring new IT director

IX. Public comments:

None.

Pending deadline dates and forthcoming events:

Admin Council next meeting: April 4, 2019

Admin Council Executive Committee next meeting: May 2, 2019

Circulation Managers' next meeting: April 18, 2019

Next Recorder: DCL

Recorder rotation:

SSF: February 2019

BPL: March 2019

DCL: April 2019

MPL: May 2019

RCL: June 2019

SBL: July 2019

SMCL: August 2019

SMP: September 2019

SSF: October 2019

BPL: November 2019

DCL: December 2019

MPL: January 2020

RCL: February 2020

02.07.02 New Code Request Form (rev. 12/10/18)

Part I

FORM

Goal: Maintain uniform location codes, patron types, item types and loan rules to better serve the public by standardizing all codes for use by all PLS libraries.

Request Date: 04.02.19 Requesting Library: San Mateo Public Library

Requestor's email: mkwan@cityofsanmateo.org; jjung@cityofsanmateo.org

- A. Location Code
- B. Patron Type
- E. Patron Code 2
- C. Item Type
- D. Loan Rule

Proposed New Code:

7sagr - San Mateo Main Adult Graphic Novels 3rd FI

Give detailed answers to the questions for the proposed new code:

- A. Location codes:
 - To what library and collection does this item belong?
Library: San Mateo Public Library (Main)
Collection: Adult Graphic Novels
 - Is this a new location code? **Yes**
 - Why is it different from the location codes your library already uses?
We currently do not have a collection code for the adult graphic novel collection.
 - If the proposal uses an existing location code, show how p-types and i-types are affected in the equation that is the LRDT.
NA – This new location code would have the same i-types and loan rules as books in the adult collection.

02.07.02 New Code Request Form (rev. 12/10/18)

Part I

FORM

Goal: Maintain uniform location codes, patron types, item types and loan rules to better serve the public by standardizing all codes for use by all PLS libraries.

Request Date: 04.02.19 Requesting Library: San Mateo Public Library

Requestor's email: mkwan@cityofsanmateo.org; jjung@cityofsanmateo.org

- A. Location Code C. Item Type
- B. Patron Type D. Loan Rule
- E. Patron Code 2

Proposed New Code: **7sajz - San Mateo Main Japanese Magazines 3rd Fl**

Give detailed answers to the questions for the proposed new code:

- A. Location codes:
- To what library and collection does this item belong?
San Mateo Public Library – Main Library
 - Is this a new location code? **Yes**
 - Why is it different from the location codes your library already uses?
We would like to collect stats for this specific collection. The Japanese magazine collection currently uses a location code (7sawz) which is shared with other world language magazines.
 - If the proposal uses an existing location code, show how p-types and i-types are affected in the equation that is the LRDT.
NA – This new location code would have the same i-types and loan rules as the other magazines.

02.07.02 New Code Request Form for Skyline College Media (cyaav)

FORM

Request Date: 4/09/2019 Requesting Library: Skyline College

Requestor's email: lisowskil@smccd.edu

- A. Location Code C. Item Type
- B. Patron Type D. Loan Rule
- E. Patron Code 2

Proposed New Code: cyaav Skyline College Media

Give detailed answers to the questions for the proposed new code:

- A. Skyline Library has a small amount of audio-visual material (DVDs, CDs, CD-ROMs and books on CD) that we are going to move from our reserve collection to the circulating collection. Currently, we do not have an audio-visual location code for circulating items. The College of San Mateo has a similar location code: cmaav.

The new code will use existing item types and loan rules. These items will be holdable and renewable. This will make these items more accessible to patrons throughout PLS.

Attachment 4: i-Tiva Call Flow Script

Greeting	Hello, this is the Peninsula Library System calling.
Deny account login (too many loans)	You have too many items to use this system. You will now return to the previous menu.
Patron block message	There is a block on your account. If you have questions regarding this matter, please contact your local library.
Locate patron barcode assistance	Your account is identified by the barcode number that is printed on your library card. It will contain fourteen digits starting with 2 9. Please enter only the digits printed under the barcode.
Locate item barcode assistance	The barcode number should be found on the item, under the library's name, and contains fourteen digits starting with 3 9. Please enter only the digits printed under the barcode.
Invalid barcode	Sorry, the number you entered in not a valid barcode.
PIN entry instruction	Your account also has a PIN number which you must enter when asked.
Renewal completed	The Peninsula Library System will automatically renew eligible items two days before the due date. Items with holds/reserves or that have reached the maximum renewal limit will not renew. The library account must be current and have a balance of \$15 or less. Please remember to return items by their due dates
Technical error (general)	Please call back and try again later or contact your local library.
Technical error (renewal processing)	There was an error in processing your request. Please contact your local library.
Goodbye	If you have any questions, please contact your local library, or please visit our website at catalog.plsinfo.org . Thank you for using our library. Goodbye.
Overdue branch breakdown disabled	If you need assistance renewing these items, please visit our website at catalog.plsinfo.org , over the telephone by dialing 650-638-0399, or by contacting your local library.
Pre-overdue (courtesy)	You have (an) item(s) that will soon become overdue. The Peninsula Library System will automatically renew eligible items two days before the due date. Items with holds/reserves or that have reached the maximum renewal limit will not renew. The library account must be current and have a balance of \$15 or less.
First overdue	We are calling to remind you that according to our records there is/are [number] (an) item that is/are now past due and need(s) to be returned as soon as possible. Please return this/these item(s) promptly.

Attachment 4: i-Tiva Call Flow Script

Second overdue	We are calling to remind you that according to our records there is/are [number] (an) item that is/are very past due and need(s) to be returned as soon as possible. Please return this/these item(s) promptly.
Third overdue	We are calling to remind you that according to our records there is/are [number] (an) item that is/are extremely past due and need(s) to be returned as soon as possible. Please return this/these item(s) promptly.
Recalls	We are calling to let you know that according to our records at least one of the items you have on loan is overdue and requested by another borrower.
Hold canceled (unavailable)	We are calling to let you know that according to our records the last copy of a title you have on hold has become unavailable and the hold has been canceled.
Hold canceled (expired)	We are calling to let you know that according to our records the hold on a title you requested has expired and been canceled.
Hold pick up canceled	(An) item(s) you requested that is available at the library has not been picked up. After the pick up date your hold will be canceled and the item will be available for the next patron or returned to the shelf.
Fines	We are calling to let you know that according to our records you have outstanding fines that must be paid as soon as possible.
Suspended borrowing privileges	Our records indicate that there are issues relating to your account and your borrowing privileges have been suspended. If you have questions or to resolve this matter please contact your local library.
Patron record expiration	Your library card will expire soon. Please contact your local library to renew your library card.

Attachment 5: Accessibility Statements

Accessibility Statements for Agendas subject to the Brown Act

Samples

MARINet Board

All MARINet meetings are conducted in accessible locations. If you require accommodations to participate in this meeting, these may be requested by calling: (415) 473-6775 at least 72 hours in advance. Copies of documents used in this meeting are available in accessible formats upon written request.

San Mateo City Council

In compliance with the Americans with Disabilities Act, those with disabilities requiring special accommodations to participate in this meeting may contact the City Clerk's Office at (650) 522-7040 or polds@cityofsanmateo.org. Notification 48 hours prior to the meeting will enable the City to make reasonable arrangements to ensure accessibility to this meeting.

San Mateo County Board of Supervisors

Meetings are accessible to people with disabilities. Individuals who need special assistance or a disability-related modification or accommodation (including auxiliary aids or services) to participate in this meeting, or who have a disability and wish to request an alternative format for the agenda, meeting notice, agenda packet or other writings that may be distributed at the meeting, should contact Sukhmani Purewal, Assistant Clerk of the Board, at least 2 working days before the meeting at (650) 363-1802 and/or spurewal@smcgov.org. Notification in advance of the meeting will enable the County to make reasonable arrangements to ensure accessibility to this meeting and the materials related to it. Attendees to this meeting are reminded that other attendees may be sensitive to various chemical based products.

Draft for Circulation Managers' Agendas

All meetings are in accessible locations. If you require special accommodations to participate in this meeting, contact the main Peninsula Library System office at 650-349-5539 or info@plsinfo.org at least 48 hours in advance. Copies of the agenda packet are available in accessible formats upon written request to PLS at info@plsinfo.org or 271 Flores St., San Mateo, CA 94403.

01.01 PLS Circulation System Managers Decisions (rev. 4/10/19)

Charge

Circulation Managers Committee is charged with the smooth functioning of library circulation throughout the PLS system. Issues surrounding patrons and their privileges, item loan periods and fines, monitoring PLS debt, official communications between PLS libraries and patrons, relationships between members of the PLS consortium, solving problems raised by the integrated library system (ILS), and its several modules are among those appropriate for this committee to address.

Many decisions made by Circulation Managers require changes to the ILS. Such changes are made by PLAN staff at the direction of the Chair of the Circulation Managers Committee. Individual jurisdictions may submit requests in writing, using established procedures, for proposing changes. The Circulation Managers committee will evaluate the impact of the proposal on other working parts of the ILS, suggest changes or amendments to the proposal, and approve the amended proposal as appropriate. The Chair of the Circulation Managers Committee will initiate the work ticket with PLAN. Sections documenting criteria for making changes, procedures, and appropriate forms are listed below. All questions should be directed to the Circulation Managers Committee through the jurisdiction's current representative.

As a public agency, PLS policies and procedures that affect the public are required to be discussed and decided in public. Circulation Managers Meetings fall under provisions of the 2003 Ralph M. Brown Act (Government Code sections 54950-54963: https://leginfo.legislature.ca.gov/faces/codes_displayText.xhtml?division=2.&chapter=9.&part=1.&lawCode=GOV&title=5.), otherwise known as The Brown Act.

Circulation Managers Meeting agendas must be posted publicly in advance of meetings, allowing the public to consider and comment on agenda items. Likewise, time must be set aside for public to comment on any matters under the Committee's jurisdiction. To ensure that conditions of public access are met, the Circulation Managers Committee follows the procedures outlined in 01.02 PLS Circulation Systems Managers Meetings.

Directions for submitting proposals to the Circulation Managers Committee for various topics can be found in the Circulation Managers Manual, located on FIDO. The following list notes the appropriate sections. For items without a specific section in the Manual, the topic must be put on the Circulation Managers Agenda and approved during an open meeting.

1. Changes, deletions and additions to the Circulation Manual.
2. Location Codes (02.07.02)
3. Patron types (02.07.02)

Attachment 6: 01.01 PLS Circulation System Managers Decisions

4. Item types (02.07.02)
5. Loan Rules (02.07.02)
6. Patron Code 2 (02.07.02)
7. Changes to check-out limits (02.07.02)
8. Use of categories A-D from the patron blocks table to limit check-outs by location codes (02.07.02)
9. Changes to the hold priority tables. (05.01 for a general discussion)
10. Creating new and revising notices or changing the notice schedule (04.02 and 04.04)
11. Patron registration, protocols and blocks (03.01)
12. Patron information that is to be uploaded to the ILS (03.01.01)
13. Additions or changes to the Sierra patron record labels
14. Additions to or changes in item status codes.
15. Changes in Circulation menus/indexes.
16. Adding scripts (or other enhancements) to the Circulation Module to improve services.
17. Delivery system.
18. Creating new notices (04.02)
19. Days closed table: A public discussion will determine which holidays are shared by all libraries. The Chair changes wild card dates (06.01)

Note: Changes to the Loan Determiner Table. Proposed changes using existing codes begin within each jurisdiction and must be approved by each jurisdiction's Circulation Manager. These changes are not part of the Brown Act and do not need approval by the Circulation Managers Committee. (02.07 and 02.07.03)

In conjunction with PLAN, Circulation Managers determine ILS access levels for front line staff. PLAN establishes the passwords and settings.

Circulation Managers may place circulation, reference and training materials, and statistical information on the PLS intranet website, called FIDO. PLAN issues passwords for access to read and download files.

Other committees and work groups in PLS:

1. Information Services Committee: Provides a forum for discussion, information dissemination, and problem-solving regarding reference services, materials, programs, and technology in the PLS libraries; makes recommendations to appropriate PLS committees, groups, or departments; reviews and selects products for consortial purchase; and provides direction on the PLS website, catalog, mobile app, and other e-resources as appropriate. The committee also provides opportunities for continuing education on a consortial basis. The Committee meets monthly.
2. Cataloging Standards Work Group: Ensures the overall quality and accuracy of the PLS catalog and its associated modules via standard records and access points.
3. Tech Support Group: Coordinates and troubleshoots the implementation of PLS wide technology initiatives at the library level.
4. Youth Services Work Group:
6. Marketing Task Force: Plans and executes marketing campaigns for various library services across the PLS consortium.
7. Acquisitions Task Force:

PLAN:

PLAN works closely with the City IT, College IT, and library staff to provide a stable and innovative technical environment. Each member of the PLAN team is specialized in their own field such as Project Management, Programming, Networking, System Design, security, ILS, etc.; however, everyone in the team has been trained to provide basic level support in all areas.

For the Circulation Managers Committee, PLAN performs a variety of tasks including, but not limited to:

1. Maintaining the smooth function of the Circulation modules for the ILS.
2. Implements changes to wording on receipts and transit slips.
3. Implements changes to wording on existing or new notices to patrons.
4. Purging of patron records and accounts.
5. System-wide calendar changes.
6. Data collection.
7. FIDO maintenance.
8. Changes in PAC locations.
9. Changes in passwords and access privileges.
10. Submits Innovative User Group (IUG) voting.

Administrative Council:

The Administrative Council (Admin Council) is the joint powers administrative oversight body of the PLS Library System. Admin Council approves all expenditures. Admin Council will also assign tasks to the PLS Circulation Managers who will then report back to Council at a later meeting.

01.02 PLS Circulation Systems Managers Meetings (rev. 4/2/19)

Meetings

The PLS Circulation Systems Managers meet on the third Thursday of each month from 2:00 p.m. – 4:30 p.m. at a library location central to all jurisdictions. Attendance is **required** by all members **because** decisions made affect the entire PLS system. If a Circulation Manager knows ahead of time that he/she may not be able to attend a meeting, then a representative will attend the meeting in his/her place.

As a committee of a public agency subject to the Brown Act, all meetings are open to the public, agendas are publicly available at least 72 hours before meetings and the public has an opportunity to comment at every meeting. (See Government Code Section 54954.2:

https://leginfo.legislature.ca.gov/faces/codes_displayText.xhtml?division=2.&chapter=9.&part=1.&lawCode=GOV&title=5.)

Officers: Officers assume a 1-year term starting with the January meeting and ending the following December. Chair and Vice-Chair rotates annually through the alphabetical list of member libraries (list follows). The Vice-Chair is the next jurisdiction following the Chair. The Vice-Chair substitutes when the Chair is unavailable. If both officers are unavailable, the Chair selects a substitute.

List:

BPL
DCL
MPL
RCL
SBL
SMCCD
SMCL
SMPL
SSF

Agendas: The Chair emails a preliminary agenda 10-14 days prior to the meeting **and** calls for additions and changes to the agenda. A **deadline for submissions** for the agenda is included in the email.

The final agenda is sent no later than Noon on the Monday before the meeting date (72 hours before the meeting). Circulation Managers are responsible for posting the final agenda in a location freely accessible to the public no later than 72 hours before the

meeting (2:00 p.m. on the Monday before the meeting date). The final agenda includes the date, time and location of the meeting; a brief description of each item of business, including items to be discussed in closed session, and all documents (attachments) constituting the agenda packet. An agenda template, which includes instructions for public comments and accommodation requests, is on FIDO under Circulation/Meeting Minutes.

Types of agenda items appropriate or required to be discussed in closed session are listed in Government Code Section 54954.5. They should be worded according to the statute. Only the legally required version of any supporting documentation will be available publicly. Managers who think they have an agenda item that requires a closed session should notify the Chair in advance of the final agenda deadline for a determination on how to proceed. If the item involves vendor pricing or other potentially confidential information, determine whether the bid or contract is in fact confidential.

Items not on the agenda can be discussed *briefly* as information only but no decisions can be made. Once the agenda is posted, it can no longer be revised. An exception to this is if the committee becomes aware of the need for action *after* the agenda is posted, *immediate* action is necessary and at least 2/3 of the members vote to add the item.

In addition, the Brown Act requires agendas be posted through a direct link on the agency's home page, in this case plsinfo.org. The Chair sends the final agenda and attachments to PLAN, which is responsible for uploading the document to the PLS web site.

Formatting Agenda packets for posting online: The final agenda packet must be combined into one document using Adobe Pro to convert the files to pdf. The agenda and all supporting documents constitute the agenda packet.

Items to be included in the packet

- Final agenda
 - Label items that have related attachments with attachment number (e.g. Approval of Minutes [Attachment 1]).
- Previous meeting minutes watermarked with DRAFT as they have not been approved.
- All supporting documents for agenda items as numbered attachments.
 - Remove extraneous headers and footers from the attachments.
 - Add attachment numbers as headers (e.g. Attachment 1: January Minutes).
 - Add page numbers that are sequential for the whole packet.
 - If the Chair is not able to combine the documents into one packet, the file names must match the agenda items so PLAN knows what the order of the file import is.

When the packet is ready, submit a Helpdesk ticket to upload it to the PLS web site.

Minutes: The recorder rotates each meeting through the alphabetical list of member libraries, excluding Chair and PLAN staff. Format for minutes should include roll call at the beginning, note any absent jurisdiction, use Arabic numbers to denote each item, note **Action** items, indicate Recorder, and document the next meeting's time and place. Minutes are now typically handled on screen during meetings and posted directly to FIDO. If minutes cannot be posted during the meeting, then minutes will be posted within 48 hours after the meeting. Any revisions to the minutes must be approved at the following month's meeting. Once revisions are approved, only the Chair (or if Chair is unavailable, then the Vice-Chair or substitute) can modify the existing minutes.

Liaison to Admin Council: The Chair's library director is the liaison to Admin Council. Any agenda items for the Admin Council meeting are forwarded to the liaison. The Chair (Vice-Chair or designated Circulation Manager) will make any needed presentations to Admin Council, answer any question, provide information and insight and report back to the Circ Managers at the next meeting. The Chair would also report back any issues or tasks assigned by Admin Council, work with the Circulation Managers Committee and report back to Admin Council. Circ Managers are then responsible for implementing decision throughout PLS, setting policies and procedures, etc.

Chair responsibilities:

- Send preliminary agenda to the Circulation Managers listserv.
- Compile and issue the final agenda packet, including the PDF file the PLS web site.
- Facilitate monthly meetings.
- Attend Admin Council meetings and report back to the Circulation Managers.
- Ensure compliance with the appropriate provisions of the Brown Act.
- Monitor system-wide days closed table.
- Initiate any access and permission changes for new Circulation Managers.
- Approve staff requests to be added to the Circulation Managers listserv.
- Initiate PLS Helpdesk Tickets on behalf of the Circulation Managers that require approval at the PLS Circulation Managers meetings (see section 01.01, page 2 for a list of topics).

Vice-Chair responsibilities:

The Vice-Chair temporarily assumes the role of the Chair when the Chair is unavailable.

Duties include:

- Emailing a preliminary agenda and sending the final agenda (see section: Agendas on page 1.)
- Chair responsibilities (as explained above).
- Assisting the Chair at the meeting, ensuring all topics on the agenda are covered and all motions are recorded in the minutes.

01.03 New PLS Circulation System Managers Procedures (rev. 4/10/19)

FIDO and ILS Access and Privileges

Access and privileges to specific circulation functions are shared among the PLS jurisdictions. In general, all members of a library circulation team should have privileges and access to read the postings and materials available on FIDO. PLS Circulation Managers are responsible, by initiating a work order, for letting PLAN know who needs what access and privileges locally. In order to avoid misunderstandings, inaccuracies, and duplication of work, access and privileges for uploading information, editing, and creating new material are assigned specifically.

Whenever there is a new member to the committee, or if a member leaves the committee, changes to permissions are initiated by the PLS Circulation Systems Managers Chair.

FIDO

Meeting Minutes: Uploading and editing access is limited to the PLS Circulation System Managers. Minutes are uploaded directly from the meeting; changes to prior meeting minutes are included in the following meeting minutes and approved during a regular meeting.

Circulation Managers Manual: Editing access is limited to members of the PLS Circulation System Managers Committee. Most revisions, additions and deletions to the Circulation Manual must first be approved at a PLS Circulation System Managers Committee meeting. The following sections to the Circulation Manual do not need committee approval and should be updated as needed:

- 01.01.01 PLS Circulation and Overdues Contacts
- 01.01.02 PLS Circulation System Managers
- 02.04 PLS Table of Loan Periods and Fees
- 02.05.01 PLS AV Snag Contact List

Financial Debt Folder: Access is limited to PLS Administrative Council members and Circulation Managers. Most revisions and additions must first be approved at a PLS Circulation System Managers Committee meeting.

PLS Help Desk and ILS Tools: Access is limited to the Circulation Manager or designated staff. Before submitting a Help Desk ticket, staff should first contact the Circulation Manager or designated staff so that PLAN is not inundated with multiple tickets. Access is also needed to ILS Tools and Library Tools to order AMH supplies

and library patron cards and to change library hours, including holiday closure dates, on the general PLS website.

ILS

Only PLS Circulation System Managers are provided access to the Days Closed and Hours Open tables within the ILS. No other logins, regardless of level, have this permission. For more details, see section 01.06 PLS Library Hours and Holidays.

Access to marking items belonging to other jurisdictions as missing is provided through a special high-level login.

Jurisdictional

Each jurisdiction is represented on the PLS Circulation Managers Committee. That individual, the circulation manager regardless of local job title, is provided access and privileges to FIDO and the ILS as per Committee membership. Further, the designated manager will be added to the Committee listserv. The Committee Chair will initiate the access with PLAN.

Within each jurisdiction, the Circulation Manager is usually the direct contact with Unique Management Services (UMS) and is assigned administrative access as well. However, there may be other designated staff who also have access to UMS. The library's director or designated staff could submit a request for login and password directly to UMS.

List of other duties for the Circulation Managers representative include:

1. Attend all Circulation Managers Meetings or provide an alternate as needed.
2. Submit requests for new codes or revising existing codes: item types, loan rules, location codes and patron types.
3. Propose changes to patron notices to the PLS Circulation System Managers.
4. Run reports from section 01.10 Reports Calendar.

For a complete list of duties, see section 01.01 PLS System Managers Decisions.

Barcode Label and Patron Card Orders

Libraries are responsible for ordering their own library cards and item barcodes. When logging into the PLS Help Desk, select Library Tools There is a list of vendors and instructions for ordering library cards and item barcodes. For access to Library Tools or other questions, PLS Circulation Managers will contact PLAN staff.

Barcode Label Agency Prefixes

Barcodes beginning with a **2** are patron barcodes; barcodes beginning with a **3** are item barcodes. Each agency is identified by a different prefix in the barcode, which follows the initial patron or item designation. Agency prefixes are:

9041	San Mateo County
9042	Burlingame
9043	Daly City
9044	Menlo Park
9045	Redwood City
9046	San Bruno
9047	San Mateo City
9048	South San Francisco
9366	Canada College
9367	College of San Mateo
9368	Skyline College

01.09 A Novice User's Guide to Reports Calendar (rev. 4/3/19) **new section**

Circulation managers are often called on to provide data about library operations and to create reports from that data. For example, part of opening and closing routines might be documenting gate counts at the front gate and at self-check machines, which are then reported on a daily, weekly or monthly basis. Keeping track of holds, patron records, and account balances are all circulation management activities. In addition, circulation managers interact with bibliographic (bib) records by changing status as needed, identifying items for mending or discard, or adding new holdings on the fly.

At the time PLS migrated to the III Millennium ILS in 2005, information about where to find important data was available to the few with access to the very lengthy online manual. The Calendar of Reports came about as various circulation managers learned different reports and shared them with their counterparts in other jurisdictions.

The Calendar of Reports documents the reports typically created in individual libraries, where to find the information, and how frequently the reports are run. Instructions for each of the processes are provided in the various parts of the Circulation Managers Manual.

- Section 6 Create Lists
- Section 7 Web Management
- Section 8 FIDO
- Section 9 Other Reports
- Section 10 Statistical Reports, including the State Report

For a new staff member, this might seem like a large number of lists and calculations to complete each month. The first step to making large reports manageable is to calculate statistics regularly, preferably monthly. Monthly calculation sheets make it much more reasonable to generate statistics for both Fiscal and Academic years, quarterly and by semester, depending on who is requesting the data. As a practical matter, running very large, possibly year-end reports, can slow down the ILS for everybody else.

01.10 Reports Calendar (revised 4/9/19)

	<u>CREATE LISTS</u>	<u>WEB MANAGEMENT</u>	<u>SIERRA</u>	<u>FIDO</u>	<u>PLAN</u>	<u>OTHER</u>
January	New Patrons prior month ¹⁶	Circulation totals ¹⁴	View Holds ¹²	Items Lent to other libraries/Items borrow from other libraries ¹⁵	Annual patron purge ²	UMS reports
	Patron records w/o P4 code ⁹		Fines Paid ¹⁸	Renewals: phone renewals (TRS), text, remote renewals online ¹⁹	Fines paid file purge ¹³	3M Command Center reports Library Tools - branch holiday closures on website
	Items by status ¹ Unsuppress returned billed items ⁴ Delete expired Temp and ONLA library cards ⁷		Statistics	Bad emails ²⁰	Long billed items ⁸	
	Item-level holds ³		Days Closed Table ⁶	Items in Transit too long ²¹		
	Renewal limits ⁵ (quarterly) Mismatch barcode & location codes ¹⁷ (quarterly)					
February	New Patrons prior month ¹⁶	Circulation totals ¹⁴	View Holds ¹²	Items Lent to other libraries/Items borrow from other libraries ¹⁵	Fines paid file purge ¹³	UMS reports
	Check Pcode4 Items by status Unsuppress returned Delete expired Temp and ONLA library cards ⁷		Fines Paid ¹⁸ Statistics	Renewals: phone renewals (TRS), text, remote renewals online Bad emails ²⁰ Items in TR too long		3M Command Center reports

March	New Patrons prior month ¹⁶	Circulation totals ¹⁴	View Holds ¹²	Items Lent to other libraries/Items borrow from other libraries ¹⁵	Fines paid file purge ¹³	UMS reports
	Patron records w/o P4 code ⁹ Items by status Unsuppress returned billed items ⁴ Delete expired Temp and ONLA library cards ⁷ Patrons in collection with \$0 balance ¹¹		Fines Paid ¹⁸ Statistics	Renewals: phone renewals (TRS), text, remote renewals online ¹⁹ Bad emails ²⁰	Purge of last patron data on an item record (quarterly) ¹⁰	3M Command Center reports
				Items in Transit too long ²¹		
April	New Patrons prior month ¹⁶	Circulation totals ¹⁴	View Holds ¹²	Items Lent to other libraries/Items borrow from other libraries ¹⁵	Fines paid file purge ¹³	UMS reports
	Patron records w/o P4 code ⁹ Items by status Unsuppress returned billed items ⁴ Delete expired Temp and ONLA library cards ⁷		Fines Paid ¹⁸ Statistics	Renewals: phone renewals (TRS), text, remote renewals online ¹⁹ Bad emails ²⁰		3M Command Center reports
	Renewal limits ⁵ (quarterly) Mismatch barcode & location codes ¹⁷ (quarterly)			Items in Transit too long ²¹		
May	New Patrons prior month ¹⁶	Circulation totals ¹⁴	View Holds ¹²	Items Lent to other libraries/Items borrow from other libraries ¹⁵	Fines paid file purge ¹³	UMS reports

	Patron records w/o P4 code ⁹ Items by status Unsuppress returned billed items ⁴ Delete expired Temp and ONLA library cards ⁷		Fines Paid ¹⁸ Statistics	Renewals: phone renewals (TRS), text, remote renewals online ¹⁹ Bad emails ²⁰		3M Command Center reports
			Days Closed Table ⁶	Items in Transit too long ²¹		
June	New Patrons prior month ¹⁶	Circulation totals ¹⁴	View Holds ¹²	Items Lent to other libraries/Items borrow from other libraries ¹⁵	Fines paid file purge ¹³	UMS reports
	Patron records w/o P4 code ⁹ Items by status Unsuppress returned billed items ⁴ Delete expired Temp and ONLA library cards ⁷		Fines Paid ¹⁸ Statistics	Renewals: phone renewals (TRS), text, remote renewals online ¹⁹ Bad emails ²⁰	Purge of last patron data on an item record (quarterly) ¹⁰	3M Command Center reports
				Items in Transit too long ²¹		
July	New Patrons prior month ¹⁶	Circulation totals ¹⁴	View Holds ¹²	Items Lent to other libraries/Items borrow from other libraries ¹⁵	Purge last patron info from Bibs	UMS reports
	Patron records w/o P4 code ⁹ Items by status		Fines Paid ¹⁸ Statistics	Renewals: phone renewals (TRS), text, remote renewals online ¹⁹ Bad emails ²⁰	Fines paid file purge ¹³ Batch check-in billed items over 3 years ago	3M Command Center reports
	Inventory Weeding High Circulating titles			Items in Transit too long ²¹		

Unsuppress returned
billed items⁴
Delete expired Temp and
ONLA library cards⁷

Renewal limits⁵ (quarterly)
Mismatch barcode &
location codes¹⁷
(quarterly)

August	New Patrons prior month ¹⁶	Circulation totals ¹⁴	View Holds ¹²	Items Lent to other libraries/Items borrow from other libraries ¹⁵	Fines paid file purge ¹³	UMS reports
	Patron records w/o P4 code ⁹ Items by status Unsuppress returned billed items ⁴ Delete expired Temp and ONLA library cards ⁷	Holdings	Fines Paid ¹⁸ Statistics	Renewals: phone renewals (TRS), text, remote renewals online ¹⁹ Bad emails ²⁰ Items in Transit too long ²¹	List of Withdrawn items	3M Command Center reports
September	New Patrons prior month ¹⁶	Circulation totals ¹⁴	View Holds ¹²	Items Lent to other libraries/Items borrow from other libraries ¹⁵	Fines paid file purge ¹³	UMS reports
	Patron records w/o P4 code ⁹ Items by status Unsuppress returned billed items ⁴ Delete expired Temp and ONLA library cards ⁷		Fines Paid ¹⁸ Statistics	Renewals: phone renewals (TRS), text, remote renewals online ¹⁹ Bad emails ²⁰ Items in Transit too long ²¹	Purge of last patron data on an item record (quarterly) ¹⁰	3M Command Center reports

	Patrons in collection with \$0 balance ¹¹					
October	New Patrons prior month ¹⁶	Circulation totals ¹⁴	View Holds ¹²	Items Lent to other libraries/Items borrow from other libraries ¹⁵	Fines paid file purge ¹³	UMS reports
	Patron records w/o P4 code ⁹		Fines Paid ¹⁸	Renewals: phone renewals (TRS), text, remote renewals online ¹⁹		3M Command Center reports
	Items by status		Statistics	Bad emails ²⁰		
	Unsuppress returned billed items ⁴			Items in Transit too long ²¹		
	Delete expired Temp and ONLA library cards ⁷					
	Renewal limits ⁵ (quarterly)					
	Mismatch barcode & location codes ¹⁷ (quarterly)					
November	New Patrons prior month ¹⁶	Circulation totals ¹⁴	View Holds ¹²	Items Lent to other libraries/Items borrow from other libraries ¹⁵	Fines paid file purge ¹³	UMS reports
	Patron records w/o P4 code ⁹		Fines Paid ¹⁸	Renewals: phone renewals (TRS), text, remote renewals online ¹⁹		3M Command Center reports
	Items by status		Statistics	Bad emails ²⁰		
	Unsuppress returned billed items ⁴			Items in Transit too long ²¹		
	Delete expired Temp and ONLA library cards ⁷					

December	New Patrons prior month ¹⁶	Circulation totals ¹⁴	View Holds ¹²	Items Lent to other libraries/Items borrow from other libraries ¹⁵	Fines paid file purge ¹³	UMS reports
	Patron records w/o P4 code ⁹	State Report ²	Fines Paid ¹⁸	Renewals: phone renewals (TRS), text, remote renewals online ¹⁹	Purge of last patron data on an item record (quarterly) ¹⁰	3M Command Center reports
	Items by status		Statistics	Bad emails ²⁰		
	Unsuppress returned billed items ⁴			Items in Transit too long ²¹		
	Delete expired Temp and ONLA library cards ⁷			State Report ²		
	State Report ²					
As needed	Collection Analysis of specific location codes items owned by branch titles owned by branch Other materials: ematerials, etc. Items without prices					

¹Items by status - sections 06.03 Create Lists Searches for Patron Maintenance and 06.04 Create List Searches for Collection Maintenance

Billed	Lost & Paid
Claims returned	Mending
Damaged	Missing
Display area	On hold shelf
In processing	Withdrawn

For status "withdrawn" - check to ensure both the Item Code 2 and status fields show as "withdrawn".

²State Report and patron purge - The state report due date varies year-to-year. The annual patron purge is completed after the state report has been submitted.

³Item-level holds - section 06.04 Create Lists Searches for Collection Maintenance, item #4.

- ⁴Unsuppress returned billed items - section 06.05 Other Reports from Create Lists, item #1 and #2.
- ⁵Items exceeding renewal limits - section 06.05 Other Reports from Create Lists, item #7.
- ⁶Days Closed Table (Note: Circulation Managers Chair updates wild carded dates - section 01.06 Library Hours and Holidays)
- ⁷Delete expired Temp and ONLA library cards - section 03.07 PLS Patron Database Management, page 2
To delete sooner, section 06.03 Create Lists for Patron Maintenance, item #4 and #5.
- ⁸Long billed items - section 04.08 Long Billed Items Procedure.
- ⁹Patron records w/o P4 code - all patron records must have a Pcode 4. Codes 0, 11 and 29 must never be used -
section 06.03 Create Lists Searches for Patron Maintenance, page 4.
- ¹⁰Purge of last patron data on an item record (quarterly) - section 03.07 PLS Patron Database Management, page 3
- ¹¹Patrons in collection with \$0 balance - section 06.05 Other Reports from Create Lists, item #5.
- ¹²View Holds - section 05.03 PLS View Outstanding Holds
- ¹³Fines paid file purge - section 03.07 PLS Patron Database Management; page #2 Purging History
- ¹⁴Circulation totals - section 7
- ¹⁵Items Lent to other libraries/Items Borrowed from other libraries - section 08.03 Lent To and Borrowed from Statistics
- ¹⁶New Patrons prior month - section 06.03 Create Lists Searches for Patron Maintenance, page 3
- ¹⁷Mismatch barcode & location codes¹⁷ - section 06.03 Create Lists Searches for Patron Maintenance, page 7
- ¹⁸Fines Paid - section 04.10 Fines Paid

02.07.02 New Code Request Form (rev. 3/22/19) Draft Page 1

Part I

FORM

Goal: Maintain uniform location codes, patron types, item types and loan rules to better serve the public by standardizing all codes for use by all PLS libraries.

Request Date: _____ Requesting Library: _____

Requestor's email: _____

- A. Location Code
- B. Patron Type
- C. Item Type
- D. Loan Rule
- E. Patron Code 2

Proposed New Code: _____

Item Location Label for the Proposed New Code (100 character length max):

(See section III for information on how to properly format a new code)

Give detailed answers to the questions for the proposed new code:

- A. Location codes: To what library and collection does this item belong? Is this a new location code? Why is it different from the location codes your library already uses? If the proposal uses an existing location code, show how p-types and i-types are affected in the equation that is the LRDT. See section III for formatting. (Note: As of the 9/17/15 meeting, Link+ location codes are exempt from PLS Circulation Managers approval.)
- B. Patron types (P-types): Different patrons have differing privileges. Is this a new p-type? What are the check-out, hold and fine limits for this new p-type? Will the p-type be sent to collections (Collection Agency setting)? How long before this card expires? What makes it different from the other patron types already defined? If the proposal is not for a new p-type, list the p-types that may or may not be included in the LRDT. See section III for formatting.

Section 02.07.03 The Loan Rule Determiner Table (4/10/19 draft)

Proposed changes to the power point document – slides #5 and #6

There are 14 PTYPES:

- 1. Adult (REGA) and non-resident (NRA): adult fines
- 2. Juvenile (REGJ) and non-resident (NRJ): no fines
- 3. Young Adult (REGY) and non-resident (NRY): no fines
- 4. Staff (STF):no fines
- 5. Give Special Privileges (GSP): no fines at home library
- 6. Teacher (TEA): no fines in some jurisdictions
- 7. College Faculty (CFAC): no fines on college materials
- 8. Staff processing/internal library use (INTERNAL): no fines at the home library
- 9. Temporary TEMP: 3 months, 3 items
- 10. No Collection Agency NCOL: not sent to UMS
- 11. Online Application ONLA: online privileges only, no checkouts allowed
- 12. College Remote CREM: for students enrolled in college online classes, access to college online databases, no checkouts allowed
- 13. Solo: for county only - juvenile patron records who apply for a card without parent's signature or apply online.
- 14. Link+: for those jurisdictions using the Link+System