FSW Circulation Policy Meeting

Date:	April 4, 2019
Time:	9:00am – 10:30am
Location:	Rush Library Research Lab (Thomas Edison Campus) / Telephone Conference

Members	Present	Absent	Excused
Yuri Bolanos Arias	X		
Jerri Awbrey	X		
Timothy Bishop	X		
Emilie Booth	X		
Laura Ferrell	X		
Suzanne Gopman	X		
Arenthia Herren	X		
Kevin Payen	X		
Peggy Phetterplace	X		
William Shuluk	X		
Diane Taylor	X		
Anthony Valenti	X		

I) **Billing / Pin Blocks**
   a. The main issue with billing for librarians and staff appears to be the use of the pin block to limit database access after a second notice.
   b. Discussion about the topic.
   c. Bill Shuluk decided that we would no longer block pins for returning books late.
      i. **ACTION ITEM: Update policy/procedures to delete pin blocking as punishment for ignoring notice of late return.**
      ii. **ACTION ITEM: Immediately cease blocking the pin**

II) **Overdue Items & Replacement Fee**
   a. The group discussed the practice of waiving the replacement fee for students if the student returns or replaces the item.
   b. The discussion included concerns about losing control of the collection, and the needless extra workload being placed on her employee(s) in charge of tracking down un-returned materials, if we uniformly waive the replacement fee when the item comes back.
   c. Discussion about student services and library best practices.
   d. Bill and Peggy Phetterplace clarified for the group that the College's Billing department has stated that as of now, they no longer send student records to a collection agency for unreturned items.
   e. Bill decided the following:

-

        i. **ACTION ITEM: If an item has been returned late, Bill, Peggy, Tim Bishop, or the appropriate site supervisor shall waive the replacement fee.**

        ii. **ACTION ITEM: Anyone who waives the fee for a student returning an excessively late item needs to counsel the student as to the workload involved in retrieving the material, lack of access for other students, etc., and make them aware that we are choosing to waive the replacement fee.**

        iii. **ACTION ITEM: If a location determines that there is a chronic offender, they may place a note in the student's ALEPH record stating that overdue items have been waived. Initial and date this note, and each location may handle continued check-out to the student on a case-by-case basis.**

        iv. **ACTION ITEM: No location will send any items on to Billing without Bill's express consent. All items slated for Billing will now go to Bill first, for approval.**

III) **Uniform Replacement Fee for Items**

    a. The group discussed the use of a standard $42 replacement cost for items regardless of actual initial cost.

    b. Most agreed that this fee should be updated.

    c. Discussion regarding the difficulty of changing the fee.

    d. Discussion of actual cost vs replacement cost

    e. Discussion of cost of electronics such as Kindles and Calculators versus books

    f. Yuri Bolanos Arias talked about the need for more TI-84 calculators and the need for these items to circulate outside of the library.

    g. Staff on other campuses agreed and mentioned that often, they were already doing this as an informal procedure.

    h. Bill decided the following:

        i. **ACTION ITEM: Catherine Carney will write our cost replacement policy**

        ii. **ACTION ITEM: Bill & Tim will clarify with Dr. DeLuca whether or not they need to appear before the Board of Trustees to update the policy (as was the case when Dr. Edith Pendleton was in charge of the FSW Libraries)**

            1. **If YES, Bill & Tim will work on a BOT presentation**

            2. **If NO, Bill will work on re-writing policy with Catherine, and Arenthia Herren**

        iii. **ACTION ITEM: TI-84 Calculators will now check out for a period of 24-Hours and be changed to a 30 day loan status in ALEPH.**

            1. **Bill will authorize the use of Bunny Funds to purchase additional calculators for each location based on expected demand as follows:**

                a. **Thomas Edison Campus: 10 new TI-84 calculators**

                b. **Charlotte Campus: 4 new TI-84 calculators**

                c. **Collier Campus: 4 new TI-84 calculators**

                d. **Hendry Glades Center: 4 new TI-84 calculators**

IV) **State ID / BUC Card for Checkout**

    a. Discussion about whether or not it is appropriate to be more liberal with our checkout procedures.

    b. Current policy dictates for any circulating item to be checked out, or any reserve item to leave the desk, a student must show either a BUC Card, or Florida State ID.

-

c. Library frontline staff suggested that often, students do not have either form of printed identification, but do have their Student /BANNER ID number committed to memory.

d. Discussion on pros and cons of amending the policy to allow students to check out items using a memorized Student ID / BANNER number.

e. Bill decided:

    i. ACTION ITEM: A memorized Student ID / BANNER number is appropriate for checkout of materials.

        1. Only faculty and staff should conduct transactions that don't include a State ID or BUC Card

        2. Faculty/Staff should ask the student for identifying information found in their ALEPH record such as but not limited to: current address, date of birth, current phone number, etc. to confirm the student's identity.

        3. If a student CAN NOT provide at least three of these items, they will not be allowed to check out any materials even if they have a Banner number committed to memory.

V) Nametags or Identification for Staff/Faculty

    a. Discussion about the fact that the library locations vary widely on requiring staff/faculty to wear nametags / ID while working in the buildings.

    b. Most campus libraries already have a majority of staff wearing either the FSW issued nametag or a lanyard / belt clip with their BUC Card.

    c. Most areas on campus that provide public service ask their staff to wear nametags or identification.

    d. Bill decided:

        i. ACTION ITEM: Staff and Faculty should begin to wear either a nametag, lanyard with their BUC Card, belt clip with their BUC Card, or an approved equivalent, at all locations.

        ii. ACTION ITEM: Bill, Peggy, Catherine, and Tony Valenti will let their staff/faculty know about the procedural change, and have staff/faculty without up-to-date nametags contact Donna Merritt to order updates

VI) Student Worker Dress

    a. Discussion about how each campus requires their student assistants to dress while at work.

    b. Discussion about whether shorts are appropriate for our student assistants.

    c. Discussion about providing nametags or shirts that student workers could wear to make them more identifiable as building staff, and lend them authority when dealing with their collegiate peers.

    d. Bill decided:

        i. ACTION ITEM: Bill will have Donna price the cost of purchasing two logo t-shirts for each library student assistant across the district.

        ii. ACTION ITEM: Shorts are no longer a suitable form of dress while on duty at the library. Appropriate supervisors will let student assistants know about this change in policy and remind them of appropriate business casual dress standards.

-

VII) Interlibrary Loan Policy
   a. Peggy provided the group with printed copies of the current ILL procedures and made sure everyone was following the procedures at each location.
   b. Peggy suggested that if anyone needed assistance or clarification they should reach out to Angelica Gonzales on the Thomas Edison Campus.

VIII) Scanning / Fax Services for Students
   a. Discussion about whether or not using the library staff/faculty copiers to scan and/or fax documents for students was allowed at all locations, particularly for students looking to scan official College documents for other departments (i.e. Admissions, Financial Aid, etc.)
      i. **ACTION ITEM: Decisions on whether or not to scan items for students can be made by appropriate staff/faculty on a case by case basis, keeping student service and best practices in mind.**
      ii. **ACTION ITEM: The FSW Libraries do not offer fax services.**

IX) Respecting Campus Culture
   a. Bill and Tim spoke about remembering the need to respect individual campus culture in general even as we work to make policies uniform.

X) New Business?
   a. Discussion about whether this meeting was helpful and should be scheduled regularly or occasionally.
      i. **ACTION ITEM: This group, including as many frontline Library Assistant staff as are available on the meeting dates will coordinate a once-a-semester roundtable discussion with an agenda and minutes.**
      ii. **ACTION ITEM: If possible, future meetings will take place via POLYCOM instead of telephone conference.**

Recorded by Tim Bishop; the meeting ended at 10:30am

-