PALS Plus Circulation Meeting Minutes –February 16th, 2023

Virtual meeting began at 2:04pm

In attendance: Luca Manna (PALS Plus), Carolyn Marrin (Cedar Grove), Joe DeCesare (Little Falls), Lois Pasanda (Belleville), Marianne Purcaro (Wayne), and Laure Barrett (Clifton)

Joe volunteered to take minutes.

Minutes from January 2023 Circ Committee meeting were approved.

Luca began the meeting by asking the committee how they felt about the Claims Returned process, as the possibility of its elimination will be discussed with the PALS Plus Policy Committee in the near future.

The committee weighed the pros and cons of the Claims Ret. process. Carolyn said she finds it helpful at Cedar Grove library in identifying "problem patrons"; some members of the committee asked if it is worth keeping around if most libraries in the consortium are now fine free.

It was also mentioned that one of the downsides to this process is the Claims count does not update automatically when an item is returned and does not give an accurate sense of what items may still be missing. This may make things difficult for staff who may be newer and aren't familiar with the patron to know what item(s) are being referred to in that count unless it's noted manually in the patron's record.

Luca asked the committee how each library handles the Claims Returned process. Consensus from the committee members at present is that a patron is not necessarily "Barred" from checking out items after a 3rd Claim at their libraries, but in most cases will be responsible for paying for/replacing any additional lost items after that point.

Lois mentioned she that has seen, at most, five claims returned issued by Belleville library in the last seven years.

The committee agreed they would like Luca to ask the Policy Committee what alternative they have in mind for the Claims process.

Moved on to discussion of the Core Documents, Marianne mentioned she had made updates to the "Registering the Open Borrower" doc. She asked about how to code User Cat 1 if the patron's town of residence is not listed, or if the town goes by more than one name (i.e. Pequannock/Pompton Plains).

The discussion continued on to the Damaged Slip. Changed some of the wording to inform staff to place the note securely with the item so it does not fall out when changing hands. Additional wording was discussed and agreed upon in the section informing staff to contact the owning library.

After brief deliberation of the changes, work on the PALS Plus Damage Slip was marked as completed.

Meeting was adjourned at 3:32pm