

Reopening Libraries – Library System Considerations

Contact the WYLD Office for assistance with any configuration changes, reports, etc.

As libraries look to reopening partial or full services, a number of temporary changes made in March to accommodate shut downs will need to be reviewed. Libraries will also need to think about how to manage quarantined materials, holds, and fines after reopening.

A review of changes that may have been made for your library:

Due dates may have been modified. If you did not edit due dates when closures were extended, you may find some overdues and bills (if you charge fines). You can use the fine free discharge wizard to return materials or consult with the WYLD Office for advice.

*tip - make sure your library's closed days in your calendar are updated so that due dates and any fines will be calculated correctly after you begin circulating again.

Overdue and other notices to patrons suspended. Any suspended notice reports will need to be manually rescheduled. Contact the WYLD Office for assistance. You may wish to consider delaying the running of overdue notices for a period of time after opening.

Hold and returned items. Libraries should consider how they want to handle returned materials, e.g. delaying discharge of items for a quarantine period. When items are discharged, some may trap holds or go in transit. .

Assumed Lost and Collections reports. Some libraries requested suspensions for Assumed Lost and Collections reports. Contact the WYLD Office for assistance regarding resuming these scheduled reports.

Library calendar closure dates. Edit your library calendar to reflect any changes in your closure dates. The system uses the calendar to calculate due dates and estimate fines. Contact the WYLD Office if you need assistance in modifying your library's calendar

Hold Map and Circulation Map policy changes. If your library requested special changes in hold map or circulation policies, you will need to review whether those changes need to be modified after the library reopens.

User Profile policy changes. Your library may have requested an increase in the hold limit for patrons. Contact the WYLD Office if you would like the previous limit reinstated.

Suspended Holds. Most libraries suspended the ability for patrons to place holds in WYLDcat. Contact the WYLD Office to let us know when you would like to reinstate patron placed holds for locally owned material.

VDX ILL in WYLDcat. VDX ILL for patron placed holds will not be reinstated until at least 50% of libraries indicate that they will be fulfilling ILL requests.

ILL Suspensions. VDX and WorldShare (if applicable) suspension dates will need to be updated.

Patron notifications. Notify patrons of changes in library services using:

- SMS text notifications
- Email notice reports for patrons with notices (e.g. instructions for curbside pickup)
- Messaging about library status in WYLDcat (Enterprise & Mobile)

Digital Content Access. Digital content providers like RBDigital, CloudLibrary, & OverDrive were asked to remove patron blocks from authentication so that users with expired or blocked/banned cards could use these services. We recommend that this practice remain in place until all libraries are able to assist patrons with new cards, take payment for fines, or otherwise help patrons clear up any library card issues.

Online User Registration. Plan to work with patrons who have created temporary library cards using the online user registration so that they can replace temporary IDs in their digital content accounts with their official library card number, when their account has been updated.

Preparing for Reopening

Handling Returns - re Quarantine Periods

- Check in after quarantine
 - Items will not be trapped for holds
 - Items will not go in transit
 - Items will not show as available on shelf
 - Notify patrons that item return will be delayed
 - Backdate discharge, waive any overdues, or use grace periods (for fines)
- Check in before quarantine
 - Items may trap holds
 - Items may go in transit
 - Items will show as available (after reshelving period)
 - If holds are unsuspending, these items may show on the pull onshelf holds list

- Custom report from SirsiDynix for checking out materials to a QUARANTINE user (WYLD has not yet gotten delivery of this report to test)

- Circulating Items

- Will all branches be open (and on the same date?)
- Update your library calendar closed dates
- Consider lowering the limits of checkouts patrons can have, and the number of holds to reduce the number of materials to stage for hold pickup and to reduce the amount of materials that will need to be quarantined
- Do you want to use your standard due dates? (circ map or special due date helper)
- Consider grace periods to limit fine accrual
- Are you offering curbside?
- How will you notify users of their hold pickup time? Hold notices cannot schedule times. Some libraries have chosen to NOT send out hold notices, and instead contact patrons individually so they can schedule pickup times.

- Waiving Fines

- Fine free discharge
 - This wizard will trap holds and transit items
 - Does not write pay bill transactions to the history logs, so you would not be able to see how many fines were waived or the monetary amount.

- Filling Holds

- You do not have to trap everything that appears on the onshelf holds list
- You can pull holds by date placed to sort by newer or older holds
- If you are not checking in materials before quarantine, they will not appear on the onshelf holds list
- If you have multiple branches, do you want to have all of them available as pickup locations for patrons?