

Present:

Robert Alker, Mary Booth, Annette Davies, Claire Elkerton, Trevor Whincup (Glean-Hub Trustees);

Helen Farr, Hilary Riley (SCC);

Janet Parnaby, Ann Kelly, Gaye Courtney, Lynne Whittick, Sheila Hall, Beryl Whincup, (Library Volunteers)

National Volunteers Week

HF produced cakes for the meeting. She said that SCC did this wherever possible to thank library volunteers for their contribution. She also handed over coffee and teabags for use by volunteers.

Summer Reading Challenge

HR outlined the aims of SRC and the processes for enrolling participants and for tracking their progress through the scheme. She showed the various resources associated with the scheme. SRC runs from 13 July to 14 September. Gfest has a fair on 13 July (on the field at the Grosvenor Centre; Glean has taken a stall and will use this to launch SRC. It was agreed to try to have the library open on that day until 3pm when the fair ends.

Actions:

- a. HR/RA to circulate notes to all volunteers outlining what is required at the library
- b. HR to liaise with St Lawrence about leading a school assembly on the SRC
- c. RA/JR to produce an extended rota for the library on 13 July
- d. RA to check rotas to try to ensure that someone who attended for this training is present at all library openings for the duration of SRC
- e. TW to organise posters about SCR
- f. AK/GC to prepare the SCR resources before the launch
- g. SH to organise a book display within the library
- h. TW to organise the SCR Treasure Hunt for the launch
- i. BW to produce a box for keeping the cards on participants
- j. TW to take photographs at the launch
- k. BW/LW: SRC activities in lieu of Baby Bounce
- l. RA to liaise with St Lawrence about his presenting the certificates for those pupils completing the Challenge

IT Issues

HF explained various problems which have occurred with regard to the library e-mail on Microsoft Outlook. She believes it should be running properly. Various volunteers confirmed that they had been able to access it.

Actions:

- a. All volunteers should try to access Outlook from their own "log on" (*from the desktop page, click on the Outlook icon*) If this does not work they should contact HF
- b. At every session those on duty should check the Inbox for items of interest and leave messages in the diary for anyone else who might need to know
- c. RA to set out further discussions on establishing protocols for managing the content of the e-mail

- d. Any volunteer still having difficulty in logging on should contact HF
- e. HF to investigate how to be able to print from the e-mail

Keysafe

The bunch of keys in the key safe now includes that to the middle locker. This is where the cashbox is to be when the library is closed

Action: RA to buy push-button key safe.

Opening Hours

At their last meeting the Trustees agreed

- a. To bring forward the hours on Monday by up to one hour with RA to discuss with the Craft Group which opening time would best suit them
- b. To extend the Wednesday opening hours by up one hour to facilitate use by the Youth Club. This would however be a public opening. RA had agreed to discuss with the Youth Club what would best suit them TW/CE both said that the Youth Club leader had told them that he had no objection to public opening up to 7pm

Actions:

- a. RA to circulate all volunteers to ask when they were willing to be on duty on a Wednesday
- b. RA to speak to Craft Group about their preference

Volunteer Privileges

HF explained that Open Galaxy has a category of membership which is Adult Volunteer. This extends a number of privileges such as being able to reserve books without charge. One issue which had arisen was whether the system should waive overdue charges but SCC had not built this into the system. However as overdue charges are credited to the library concerned it was possible for individual libraries to waive the charges. After discussion it was agreed not to vary the standard privileges in the system.

Action: all volunteers to check their own membership category and alter it to Adult Volunteer if they wish to have the volunteer privileges.

Open Galaxy Issues:

HF explained what to do when a borrower claims to have returned a book which Open Galaxy says they have not (usually by highlighting an overdue find)

- a. ask where the book was returned. If this was Gnosall check whether the book is on the library shelves. If it is discharge the book and waive the charges
- b. In all other circumstances, check the status of the book under "Item Inquiry". Change this to "Claimed Return" This does not remove the charge but makes sure no one else tries to reserve the book. NB if the book is borrowed anywhere the charge is removed automatically.

If anyone brings in a book to replace one s/he has lost, inform Helen

If someone borrows a book in poor condition, write alongside the return date that the condition is poor.

Remember to discharge all requests when they arrive in the library. This will trigger the notification to the borrower. Write the name of his/her name on the slip and add the date stamp (this is the date by which it is to be collected. When the date has expired and the book has not been collected, return it to the original library.

When issuing a book check that the return date on the system is the same as the date stamp (some categories of borrowers have different return dates). If it is different, do not date stamp it – write in the return date on the system.

Responses: raise a Borrower inquiry about the member concerned and add a message about the response (eg book requested is not available). This will pop up whenever the member's card is swiped. Once given the message can be deleted

New members should normally be entered on-line whilst they are present. If this might cause unreasonable delays for other users, ask them to enter their details on the Internet user form (It is up to them whether they claim internet usership at the same time) Enter their details when there is time (or put the forms into the diary for the next volunteers on duty) NB There is a special form which can be used when enrolling a number of new members away from the library.

We are looking to introduce a form to deal with all items issued or renewed manually **TW to design**

Next Meeting: 2pm on 18 July