

**Cooperative Circulation Committee's Best Practices for Service Changes**

	<b>Closed</b>	<b>Building Closed, Staff Working, No Outgoing Items, Bookdrop Open</b>	<b>Curbside Only Circulation</b>	<b>Building open to the public Limited Service/Hours (May Include Optional Curbside)</b>	<b>Fully Open with Quarantine</b>	<b>Fully Open (No Quarantine)</b>
<b>Due Dates</b>	WVLS will batch extend to anticipated open date.	Batch extend to anticipated open date.	Normal loan rules apply. Notify WVLS staff of any hours changes.	Normal loan rules apply. Due dates should fall on open days. Notify WVLS staff of any hours changes.	Normal loan rules apply.	Normal loan rules apply.
<b>Backdating Check-in of Items Returned</b>	No items are being checked-in	Backdate to last date the library was open or offering curbside service, or before.	Backdate to last curbside service day when item was received, or before.	Backdate to last open date when item was received, or before.	Backdate to last open date when item was received, or before.	Backdate to last date the library was open.
<b>Patron Expiration Dates/Card Renewals</b>	WVLS will extend to two months past anticipated open date at library's request	Batch extend to two months past anticipated open date.	Normal procedure, verify contact information and identity by asking for full name and birthdate.	Normal procedure, verify contact information and identity. Card renewals are 1x/year.	Normal procedure, verify contact information and identity. Card renewals are 1x/year.	Normal procedure, verify contact information and identity. V-Cat recommendation is card renewals 1x/year.

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New Patron Cards	Utilize Digital Only cards with expiration dates one month past anticipated open date, or mail cards to allow patrons access to online resouces. Include a message in the account to verify identity and convert to a local card upon first library visit.	Utilize Digital Only cards with expiration dates one month past anticipated open date, or mail cards to allow patrons access to online resouces. Include a message in the account to verify identity and convert to a local card upon first library visit.	Issue cards only if able to verify identity and address.	Normal procedure, verify identity and address. If curbside, issue cards only if able to verify identity and address.	Normal procedure, verify identity and address	Normal procedure, verify identity and address
Hold Shelf Pickup By Dates	Do not clear hold shelf until one week after re-opening, and/or contacting patrons.	Do not clear hold shelf until one week after re-opening, and/or contacting patrons.	Normal procedure. V-Cat guideline is 7 days.	Normal procedure. V-Cat guideline is 7 days.	Normal procedure. V-Cat guideline is 7 days.	Normal procedure. V-Cat guideline is 7 days.
Clear Holdshelf and Expired Holds	Do not run.	Do not run.	Run at the end of the day every day curbside service is offered to the public.	Run every day the library is open to the public.	Daily.	Daily.

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Paging Lists (Item and Title)	Do not run. Holds Clean up list will be provided by WVLS. Refer to WVLS Resource Sharing Levels guidelines.	Refer to WVLS Resource Sharing Levels guidelines.	Run at least once every day that the library is staffed. Refer to WVLS Resource Sharing Levels guidelines.	Run at least once every day that the library is staffed. Refer to WVLS Resource Sharing Levels guidelines.	V-Cat guideline is to run every day that the library is open. Refer to WVLS Resource Sharing Levels guidelines.	V-Cat guideline is to run every day that the library is open.
Overdue Notices	Do not run.	Do not run.	Run at least once a week. Schedule your notices late in the day and on the day that you have the least amount of quarantine backlog. Notices should include an "If you have already returned the item(s), they may be in quarantine" message.	Run at least once a week. Schedule your notices late in the day and on the day that you have the least amount of quarantine backlog. Notices should include an "If you have already returned the item(s), they may be in quarantine" message.	Run at least once a week. Schedule your notices late in the day and on the day that you have the least amount of quarantine backlog. Notices should include an "If you have already returned the item(s), they may be in quarantine" message.	Run every day.

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All Bills and Fines	Do not run.	Do not run.	Run at least once a week. Schedule your notices late in the day and on the day that you have the least amount of quarantine backlog. Notices should include an "If you have already returned the item(s), they may be in quarantine" message.	Run at least once a week. Schedule your notices late in the day and on the day that you have the least amount of quarantine backlog. Notices should include an "If you have already returned the item(s), they may be in quarantine" message.	Run at least once a week. Schedule your notices late in the day and on the day that you have the least amount of quarantine backlog. Notices should include an "If you have already returned the item(s), they may be in quarantine" message.	Run every day.
Hold Cancellation Notices	Do not run.	Do not run.	Normal procedure. Run every day curbside service is offered to the public.	Normal procedure. Run every day the library is open to the public.	Normal procedure. Run every day.	Normal procedure. Run every day.
Hold Pickup Notices	Do not run.	Do not run.	Run every day the library is staffed. Notices should include a message about arranging curbside service.	Run every day the library is staffed.	Run every day.	Run every day.

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<b>Courtesy Notices</b>	Daily (automatic)	Daily (automatic)	Daily (automatic)	Daily (automatic)	Daily (automatic)	Daily (automatic)
<b>Bounced Email Report</b>		Every day the library is staffed. (Not likely to be any if notices are not being run.)	Every day the library is staffed	Every day	Every day.	Every day.
<b>Missing Items Report</b>	Do not run.	Monthly	Monthly	Monthly	Monthly	Monthly
<b>Billed Items Report &amp; Billing Libraries</b>	Optional. May run if Sierra is accessible from home.	Monthly. Ask other V-Cat libraries for a courtesy extension of 60 day billing window.	Monthly	Monthly	Monthly	Monthly
<b>Status Reports: (transit, processing, damaged, holdshelf)</b>	Optional. May run if Sierra is accessible from home.	Monthly	Monthly	Monthly	Monthly	Monthly
<b>Fines Paid</b>	Optional. May run if Sierra is accessible from home.	Monthly	Monthly	Monthly	Monthly	Monthly

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Items Coming Off High Demand	Optional. May run if Sierra is accessible from home. Libraries are not obligated to follow the 4 month high demand recommendation.	Libraries are not obligated to follow the 4 month high demand recommendation.	Libraries are not obligated to follow the 4 month high demand recommendation.	Monthly	Monthly	Monthly
Patron Type Change From Juvenile to Adult	Optional. May run if Sierra is accessible from home.	Monthly	Monthly	Monthly	Monthly	Monthly
Checking High Demand Holds	Optional. May run if Sierra is accessible from home.	Monthly	Monthly	Monthly	Monthly	Weekly
Lost and Paid	Optional. May run if Sierra is accessible from home.	Monthly	Monthly	Monthly	Monthly	Monthly
Outstanding Holds Report	Optional. May run if Sierra is accessible from home.	Monthly, or more often as needed.	Monthly, or more often as needed.	Monthly, or more often as needed.	Monthly, or more often as needed.	Monthly or more often, as needed.

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Temporary Patron Cards	Do not use	Do not use	Normal procedure, adjustments made at each library as needed.	Normal procedure, adjustments made at each library as needed.	Normal procedure.	Normal procedure.
Digital Resources Only Cards	Contact WVLS	Contact WVLS	Do not use	Do not use	Do not use.	Do not use.