

Circulation Advisory Council
February 10, 2016

Present: Betty Albright (BETH), Philip Berardi (GUIL), Diane Bruins (GUIL), Rob Carle (UHLS), Dawn Geurds (EGRN), Sue Hoadley (WSTR), Debbie LaRose (COLN), Carol Melewski (RCSC), Marion Pierson (EGRN), Michele Reilly (VOOR), Heather Ringler (GUIL), Bonnie St. Pierre (GUIL), Catherine Stollar-Peters (BETH), Joe Thornton (UHLS)

We only had one agenda item, so most of the meeting dealt with common problems.

The agenda: Betty asked that we “Stress the importance, to all library personnel, of always initialing, dating, and indicating what library you are from when putting a pop up message on a patron’s record.” All agreed that this was a good suggestion and will act on it in their libraries.

Other issues:

- We discussed the “walk out rate”/security issues at the libraries:
 - Some libraries physically search patrons when they trigger an alarm.
 - Even when security gates stop working, which they do, some libraries leave them in place as a deterrent to theft.
 - Joe asked if they all track losses to theft and all answered no.
- Claims Returned: Used differently by some libraries:
 - Some use it to track lost items.
 - Can we standardize how we use this function?
 - At some libraries, “Claims Returned” means literally “Claims returned” and is not used for any other purpose.
 - Some libraries renew Claims Returned items for a few weeks without fines, and the items usually show up.
 - Some search for Claims Returned items for thirty days and then bill the patrons.
 - Some have observed that the number of Claims Returned has increased since the migration to Sierra.
- Circ workstation sound alerts (beeps): Consensus that the sound confuses staff and it might be better if the sounds were turned off.
- Patron self-registration: This feature is available to us but not yet enabled, since we need to plan for the logistical changes when self-registered patrons comes to the library. Some issues:
 - Do we make them fill out paper registration cards?
 - Do their temporary barcodes work with OverDrive?
 - Do we set up dedicated workstations in the libraries for patrons to self-register?
 - Are we ready to leave the paper cards behind (no, for some libraries)?
- Decision Center: We reminded everyone how to access it and what some of the known problems are, and encouraged them to use it and report successes and problems.
- Local request: A few libraries have already implemented this for some new material, and Joe wanted people to be aware of this change in case it impacts their patrons.
- Pcode4: The Reports Committee of the Directors Association has recommended that all libraries make sure to keep this field as accurate as possible.