

Circulation Advisory Council
May 4, 2016

Present: Betty Albright (BETH), Philip Berardi (GUIL), Rob Carle (UHLS), Dawn Geurds (EGRN), Sue Hoadley (WSTR), Debbie LaRose (COLN), Pegeen Lorusso (SNLK), Carol Melewski (RCSC), Judy Petrosillo (BERN), Marion Pierson (EGRN), Jedda Ray-Gayle (APL), Heather Ringler (GUIL), Jennifer Sidoti (COLN), Joe Thornton (UHLS), Kathleen Tyrrell (VOOR), Ginny Wescott (TROY)

Requested items not showing on paging lists: Dawn brought handouts of an email thread from the IUG list that discussed the problem of some requested items not appearing on title or item paging lists. Apparently this happens when a staff person enters the request for a patron and the item's location and pickup location are both the same location as the staff workstation where the request was made. After a brief discussion we determined that others in our system have seen this problem, that there's no known workaround, and that an enhancement request to fix the problem has been on the IUG enhancement list for a while. We'll add a "me too" to that enhancement request.

That was the only agenda item for the meeting, so the rest of the time we discussed other issues, such as:

- **Overriding holds:** When staff override a hold, the request changes to item-level, which we almost never want.
- **Unfilled holds:** Phil explained GUIL's method of dealing with unfilled requests. He creates a list in *Create Lists* that shows all requests that are unfilled after three days. He then changes the items' status to *on-search* or *missing*.
- **Publication date:** The *Year Published* used to appear on paging lists but hasn't since we upgraded to Sierra 2.2.
- **Linking patrons:** We discussed the different ways libraries handle linking of patron records for families. For example, COLN will only link a child's record to the record of the parent who signed the registration card.
- **Fines:** Judy asked about viewing fines and payments, e.g. "Does 'Adjusted' mean 'Waived?'" and "Where can we view waived payments?" We looked at the choices in the drop-down menu when processing payments (Cash, Charge, Check, None), and Rob agreed to see if we can change the order. Also, if the fine is waived, we would prefer not to have the drop-down menu display at all. This would be an enhancement request.
- **Patron registration cards:** We shared the different ways the libraries handle patron registration cards. Some keep them for a while, some don't keep them at all, and it's looking like we'll eventually stop using them at all.
- **Sierra screen change request:** Ginny asked if we could add birthday or phone number to the drop-down menu in 'Find patron.'
- **Sierra 2.2 upgrade reactions:** Joe asked if anything significantly good or bad resulted from the recent upgrade to 2.2. Answer: not really. But paging lists are faster.