

**Circulation Advisory Council**  
**September 7, 2016**

**Present:** Betty Albright (BETH), Philip Berardi (GUIL), Rob Carle (UHLS), Katie Kimball (APL), Marion Pierson (EGRN), Michele Reilly (VOOR), Jennifer Sidoti (COLN), Catherine Stollar Peters (BETH), Joe Thornton (UHLS), Ginny Wescott (TROY)

**Staff barcodes:** “Something that came up this week at BETH. PC reservation authenticates by the first patron barcode on the Sierra record. Some staff have added shortcuts to their record by adding a short name as the first barcode in a record. (So barcode=“tim” is one). This means anyone with the name will authenticate for an hour session on our computers. Can we ... ask all UHLS member libraries to add this shortcut to the second barcode field in the patron record? It will make barcode authentication less complicated.” (Catherine)

We all agreed that this would be good, and UHLS will make it a project.

**Requested items not appearing on paging lists:** “... items [are] showing as on hold on a patron’s account from a long time ago, but not showing up on the paging list or getting filled. And the items show as available.” (Katie)

Discussion:

- Catherine reminded us that this may be caused by placing an item-level request in Sierra for an item that’s owned by your library. Those requests will not appear on a paging list and you should run the [Item level requests](#) report on the [Sierra Ad Hoc Reports page](#) to identify the requested items.
- Make sure you choose *Page for Title* (not *Print Paging List*) for bib-level request.

This led to a discussion about some anomalies with paging lists and expired holds reports. Phil said that items are appearing on the expired holds reports before appearing on a paging list, sometimes a couple of days before the hold expires. Discussion:

- Michele: Does the hour (time of day) affect expired holds?
- Ginny: Were the holds canceled by the requester? Phil: No.
- Catherine: We check the patron record, and also run *View/Clear expired holds*.
- Michele: Are they item-level holds?
- Resolution: None

**Holds (continued):** Katie said that sometimes they can't modify holds. Catherine said we'd need more information to troubleshoot this problem, and that in the past BETH has canceled and replaced the holds.

**Credit card payments:** Marion asked if other libraries are seeing an increase in revenue related to the use of credit card payments. Michele said that at VOOR more patrons pay since they started using a point-of-sale system. Most of the libraries that use these systems collect the money through the point-of-sale system and then update Sierra in a separate step.

Katie said that APL has integrated their system with Sierra, so the additional step of updating Sierra is not required. Patrons go to the APL website, click *Pay Library Fines & Fees*, and the credit card payment goes through the SAM system and into Sierra.