

Circulation Advisory Council
October 5, 2016

Present: Diane Bruins (GUIL), Rob Carle (UHLS), Sue Hoadley (WSTR), Debbie LaRose (COLN), Pegeen Lorusso (SNLK), Marion Pierson (EGRN), Jedda Ray-Gayle (APL), Bonnie St. Pierre (GUIL), Joe Thornton (UHLS), Kathleen Tyrrell (VOOR)

Only agenda item:

Catherine discovered: "Overdue Date in the item record was BEFORE the due date when the initial courtesy notice is mailed—which is before the item due date.

The display of the Checked-Out Items tab in the Check Out function shows red ON the day of the due dates instead of one day after when the item is really overdue. That's a display bug III is sending."

It turns out this is a known bug, has been like this for a while, and will be fixed in a future release.

Discussions:

- Loaning wifi hotspots. Brief discussion about which libraries are doing this, popularity of the project, and problems. We discussed BETH, which loans hotspots, they're very popular, and no major problems so far.
- Freezing holds. Still confusion about this (confusing) feature of Sierra. It's not like the *Suspend Hold* function in Horizon. In Sierra, if an item is available, the request will be filled even if the patron "froze" it till a later date. Rob has an explanation of the Sierra function on the [Training website](#). We agreed that a true *Suspend holds* function would be a worthwhile enhancement request to III.
- Item-level requests. We had some occurrences of confusion caused by text in the *Volume* fields of item records, causing unwanted item-level requests. Just a reminder not to put anything in the *Volume* field unless it's a serial record, DVD set, or something where an item-level request is appropriate.
- Sierra messages: We discussed making changes to some system messages to, for instance, make sure staff place requests for the correct patron (in case there's someone with a similar name). e.g "This request will be placed for John Smith at SNLK."