

Circulation Advisory Council
April 5, 2017

Present: Betty Albright (BETH), Philip Berardi (GUIL), Rob Carle (UHLS), Sue Hoadley (WSTR), Debbie LaRose (COLN), Michele Reilly (VOOR), Marcia Rossetti (EGRN), Robert Sheedy (APL),
Joe Thornton (UHLS)

Decision Center: Rob is planning another *Decision Center* training session and asked the group how they're using it now. The few libraries that use it run mostly circulation (e.g. circs per hour) and weeding reports.

Offline Circulation: Rob also asked how people are using the *Offline Circulation* function (aka *Millennium*), since we've had some problems lately, specifically: Some issues:

- Some files that are uploaded contain old transactions.
- At least one library (COLN) can't upload their files at all (from some PCs). Rob will visit the library to work on this problem.
- One library (and no doubt there are many) just write down the transactions when *Sierra* is down and enter them manually when the system comes back up.
- We'll better familiarize ourselves with *Offline Circulation* at UHLS.
- John Love (BETH) has a cheat sheet for *Offline Circulation* and Rob will ask John if we can copy it and distribute it to the libraries.

Too many holds: Marion Pierson (EGRN), who couldn't attend the meeting, sent us an explanation for a rare but annoying problem: when a patron has a large number of requests for the same item. EGRN discovered that the *Place a Title-level Hold* screen in *Sierra* has a "No. of Holds" box that will accept a number from 1-99. A sticky staff keyboard created 82 holds on the same title for one patron, and similar large numbers elsewhere.

EGRN circ policies changes: Marion also reported recent changes to EGRN circ policies:

A couple of other new and noteworthy changes here at EGRN. We no longer limit the number of CDs and DVDs patrons can check out, and we lowered the fines on DVDs from \$1.00 to .25 cents, raised fines on other items from .20 cents to .25 cents, and are allowing three renewals on most items.

Old patron notes: Betty said that they (BETH) occasionally encounter old patron notes warning about potential problems with the borrower, e.g. "This person is banned from our library." Betty said that if the note is very old then the patron may have paid his debt to society and we should consider deleting the note.

BERN/RVLL/WSTR MyCard: Sue reported that BERN, RVLL, and WSTR have implemented a version of *MyCard* for their Juvenile patrons. Sue gave the credit to Judy Petrosillo (BERN) for initiating the project.