

Circulation Advisory Council
June 7, 2017

Present: Betty Albright (BETH), Philip Berardi (GUIL), Rob Carle (UHLS), Sue Hoadley (WSTR), Debbie LaRose (COLN), Carol Melewski (RCSC), Marcia Rossetti (EGRN), Robert Sheedy (APL), Jennifer Sidoti (COLN), Joe Thornton (UHLS), Ginny Wescott (TROY)

Mobile Worklists: ([link to description](#)): Phil asked us to discuss this tool and whether it would be a worthwhile purchase for UHLS.

- Phil said that his contacts at [Deerfield Public Library](#) use it and like it a lot. The staff there use their own iPhones, and GUIL would use the library's iPads if we purchased it.
- Robert said that "iOS only" is a problem, and that APL is not that interested.
- Ginny said that TROY uses a laptop on a cart, which they like, and that they couldn't afford to buy iPads.
- Jennifer agreed with Robert that "iOS only" is a problem, and that a mobile *Sierra* device (Circa?) would be preferable.
- Phil asked us to check with III about their update plans for *Mobile Worklists*.
- Sue: "What problem would it solve?"
- UHLS will ask III about their plans, but the lack of enthusiasm at the meeting and the high cost of the product make it unlikely that we'll buy it now.

Patron address authentication: Betty asked how other libraries handle the case where a potential patron comes to the library with proof of ID (e.g. a passport) but no address. Some examples are people in witness protection, victims of domestic violence, recently released convicts, and immigrants.

- Ginny said that TROY mails a postcard to the patron's claimed address, and if they return with the postcard they issue them a card. They keep the patron's items on the hold shelf until they return. TROY gets about one patron a week without proof of address.
- Robert said that APL doesn't require proof of address. They send a postcard like TROY but give the patron a temporary card that allows them to check out three items. APL gets maybe one patron a day without proof of address.
- Marcia said that because people get e-bills, EGRN looks at their phones.
- Carol: RCSC says, "Mail yourself something and bring it back to the library."
- Jennifer: COLN will mail something if they have to, but they put a limit on items until proof arrives. (EGRN does this, too.)
- Betty said that BETH does not issue temporary cards to these patrons and does not allow them to borrow anything.

MyCard issues: Phil asked if the libraries that issue *MyCards* see losses from the program.

- Ginny: Regular card holders are no better or worse than *MyCard* users at TROY, and limiting the patron to three items, books only, is actually better.
- Carol: At RCSC there's no difference between *MyCard* and *Juvenile* card losses.
- Rob: How should we handle the "Juvenile -> Adult" process that he runs on 18th birthdays for *MyCard* patrons? Robert suggested that Rob should just delete the *MyCard* record when the patron turns 18, but he'll check with the library. Carol will also ask at RCSC.
- Sue: WSTR has issued very few *MyCards*, and no one has come to the library with a *MyCard* yet.

Kids: A brief discussion about kids:

- Betty: Kids from anywhere can use the library if they go to a Bethlehem school.
- Jennifer: If kids go to a Colonie school, their parents can get cards, too.

Manual blocks etc.: Phil asked that at the next meeting we discuss manual blocks and fixed fields in patron records. We should identify which are important, etc.

Betty Albright: Our great contributor, collaborator, and friend Betty Albright is retiring and this was her last Circulation meeting. It's impossible to overstate what a valuable, generous, and pleasant member of our advisory council Betty has been, and she will be sorely missed.