

Circulation Advisory Council
August 2, 2017

Present: Philip Berardi (GUIL), Rob Carle (UHLS), Sue Hoadley (WSTR), Debbie LaRose (COLN), Jen Murtha (VOOR), Jedda Ray-Gayle (APL), Catherine Stollar Peters (BETH), Sylvia Taylor (BETH), Joe Thornton (UHLS)

OverDrive stats/Patron Agencies:

(part of an email from Deanna re: eCAC mtg about OverDrive stats):

“Jane identified that the remaining 291 patrons with UHLS as their agency are some UHLS employees, some are out-of system patrons mistakenly made generic, some actually from un-served populations, and some mysteries.

“At the next Circ Advisory meeting, Sue Hoadley will raise eCAC's questions about the following fields: home library uh; patron type 161-165; patron agency 26. Under what circumstances is UHLS correctly/incorrectly assigned in these three fields? If we can get a procedure in place, it will help us get even more accurate with OverDrive stats.”

The issue is that we have some patrons with Agency=UHLS and when they use *OverDrive*, UHLS gets the credit instead of the relevant library. We all will look at Review File #55 (?) and change the fields (Home Library, Patron Type, Agency) for patrons who belong to our libraries and not UHLS. Rob will work on this, too.

Fixed patron messages and blocks: Phil asked if we could look at the text of the *Patron message* and *Manual block* fields. There's a 32 character limit to these messages, and patrons see them in *Encore*. The group will send suggestions to the Circulation list about the order and text of these messages.

Delete old reports?: email from Marion Pierson: “In Sierra Circulation Activity reports there are 100 slots under the review tab to view a created report. There are currently 98 slots filled. Some of the reports go back 2 years. If they are not needed anymore can we have these libraries delete them? If they are needed, can they be stored somewhere else, or can we increase the number of the Review slots?” We decided that we'll delete some that are obviously very old and/or not needed any more.

Printing fines for patrons: Rob asked:

“When patrons request to see their fines, how does circ staff print this out for them? Similarly, if patrons want to see the items they have checked out, how do you print this out? Sierra does not have print templates designed for these screens. Could you use a tool like Cutepdf as you would when printing the Title Paging List? Occasionally, small libraries ask us questions like these and we were wondering how these requests are handled by the larger libraries.”

The group described their methods and Rob thanked them.

How to age *MyCard* holders: The question is what to do when a *MyCard* patron reaches the age where she is no longer eligible. Rob will ask the *MyCard* libraries how they want this handled.

***Sierra* upgrade:** Joe reminded everyone about the *Sierra* 3.2 upgrade planned for 8/23 and encouraged them to read the Release Notes.

Database of damaged items? We discussed the feasibility of a database of damaged items, containing maybe barcodes and photos, so we could delete the items in *Sierra* but have a record for future reference.

***Lost and paid* items:** Catherine said that BETH's *Lost and paid* items are suppressed, and asked if we can prevent them from displaying in *Encore*. We'll look into it.

COLN circ policy change: Debbie reported that COLN has changed their standard loan period from 21 to 28 days.