

Circulation Advisory Council
September 6, 2017

Present: Rob Carle (UHLS), Debbie LaRose (COLN), Pegeen Lorusso (SNLK), Jennifer Murtha (VOOR), Marion Pierson (EGRN), Robert Sheedy (APL), Sylvia Taylor (BETH), Joe Thornton (UHLS), Ginny Wescott (TROY)

Sierra 3.2 upgrade follow-up: Joe asked for reports, good or bad, of the changes related to our recent upgrades to *Sierra* and *Encore*. The unanimous reaction was that life didn't change much one way or the other for anybody, but we're all very pleased with the speed and total lack of downtime during the upgrades.

Patron Message & Manual Block fields: We had decided at our last meeting to look at these fields in the *Sierra* Patron records and suggest changes to the number of messages and the text. We didn't have much to discuss today so we looked at the fields in a record, noted the constraints (25 values, 32 characters max for both fields), and vowed to come to the next meeting with suggestions.

Circulation Activity Reports: Old reports are filling most of the available slots for this *Sierra* function. Rob will delete old reports that are apparently not needed any more.

Teleforms: When UHLS moved to a new phone system a couple of months ago, our office's phone number displayed as the Caller ID in overdue and hold-pickup phone notices. As a result, a lot of patrons called our office with questions that were meant for the libraries. We turned off Caller ID, but then patrons with Call Block enabled didn't receive the notices. The phone company would answer with a message like, "The person you're trying to reach doesn't accept calls from anyone without Caller ID. Because the *Teleforms* call was answered (by the phone company), *Teleforms* marked the call as *Successful*. UHLS is planning a fix for this problem.

Database of damaged items?: We discussed the potential usefulness of a database to record damaged items, possibly including photos, so we could delete the items in *Sierra* but still have a record of the problem in case patrons demanded to see evidence of the items for which they were billed. No strong opinions about this suggestion.

Lost and Paid items in Encore: BETH asked if *Lost & Paid* items could be suppressed automatically in *Encore*, without needing to be actually "suppressed" in *Sierra*. We'll ask,

Barcode scanner: BETH has a scanner that scans drivers licenses and populates a *Sierra* patron record with the output. Catherine and Sylvia will do a presentation at a future meeting.