

**Circulation Advisory Council**  
**December 6, 2017**

**Present:** Rob Carle (UHLS), Debbie LaRose (COLN), Marion Pierson (EGRN), Carol Melewski (RCSC), Michele Reilly (VOOR), Robert Sheedy (APL), Sylvia Taylor (BETH), Joe Thornton (UHLS)

We had no agenda but discussed the following:

**Notices:** Marion said that we still have a problem with some patrons not receiving email or phone notices. We're aware of two problems:

1. Email notices to Spectrum customers (nycap.rr.com) are occasionally rejected due to a threshold (emails per hour) that we pass. Spectrum guesses that we might be spammers and blocks us. We've had this problem for years and have requested that Time Warner, now Spectrum, whitelist us. So far it doesn't look like they did.
2. Rob spent a lot of time with Ill trying to identify the cause of phone notices not being completed. Using the tools available to us (logs, experimenting), we weren't able to identify anything fixable, short of replacing Teleforms with a different system.

**Overrides:** A few incidents in recent months raised the question of what exactly happens when staff override a block at the Circulation Desk. Typically the staff must enter a new Due Date, but the loan use Loan Rule #1, the infamous "Noncirculating" Loan Rule, which has a fine rate of \$1.00/day. After some discussion we decided that things work okay as they are, and so no changes are needed.

**Days Closed Table:** Many libraries manage their own *Days Closed* settings in Sierra, but UHLS does it for most. 'January 1' - which obviously applies to all libraries - was deleted accidentally, so a lot of checkouts were getting a Due Date of 1/1/2018. We fixed the problem and asked everyone to be very careful when editing that table.

**Sierra Web:** *Sierra Web* is the web-based Sierra client, but it doesn't contain all Sierra functions yet, and has a few other limitations that EGRN discovered recently:

- We (the system) can only have five simultaneous *Sierra Web* sessions. This greatly limits the tool's utility when we have a system-wide problem with the Sierra Desktop Application.
- When using one login on multiple machines, as most of our libraries do at Circ, transactions on one PC (at EGRN) were appearing on other PCs. This, needless to say, is not good.

So I think it'll be a while before we recommend *Sierra Web* as an alternative to *Millenium* when Sierra is down.

**Drivers Licenses:** Robert asked if we had a system policy, or general preference, for spaces or not when entering a driver's license number into a patron record. I don't remember the answer, but two other points were made:

1. Some libraries might soon delete drivers licenses from all their patron records for security reasons.
2. Debbie said that *Drivers License* is a useful field to distinguish among patrons with similar names.