

**Circulation Advisory Council**  
**March 7, 2018**

**Present:** Rob Carle (UHLS), Sue Hoadley (WSTR), Kimberly Kunker (APL), Robert Sheedy (APL), Joe Thornton (UHLS), Virginia Wescott (TROY)

1. Are any libraries using a translator service for limited English proficient speakers? (Sylvia)

Because of snow, we had a small turnout and only brief discussions of the topics that were suggested by people who couldn't attend. On this topic the answer was that translator services are provided unofficially (e.g. TROY/Spanish, APLP/Chinese) if there's a staff person who speaks the language.

2. We're trying to look at point of sale options and are wondering what other libraries do to process payments (Cash, credit, etc) and how they handle sales outside of Sierra transactions. (Ginny)

Robert described APL's point-of-sale system, and Joe described the imminent Sierra *eCommerce* module (next).

3. eCommerce -- coming (Joe)

UHLS purchased the *eCommerce* module from III and is working with PayPal and III to set it up. Briefly, the system will enable credit card payments for fines and fees through patrons' *MyAccount* interface in *Encore*. With this system, credit card payments cannot be accepted at the Circ Desk and can only be done in *Encore*. UHLS will use Sierra's *Fines Paid* report, or a report we'll write ourselves, to distribute the collected payments to the libraries that own the overdue or lost items.

4. Multiple bib-level holds on one title (Rob)

We had an unusual case where there were many bib-level holds on one title by the same patron. Rob suggested, and all agreed, that the holds were placed by a staff person who (probably unintentionally) entered a number greater than 1 in the *No. of Holds (1-99)* field on the *Place a Title-level hold* screen.