

Circulation Advisory Council
April 4, 2018

Present: Phil Berardi (GUIL), Rob Carle (UHLS), Sue Hoadley (WSTR),
Debbie LaRose (COLN), Robert Sheedy (APL), Joe Thornton (UHLS)

1. **Max items out:** The default number of max items out in Sierra is 2100 for almost all Patron Types. Some libraries enforce their own limits manually at the Circ Desk, but GUIL asked to have their limit set at 75 in order to prevent abuse by patrons using their 3M self-check machines. UHLS will send a message to all libraries to let them know that GUIL patrons will be blocked at any library when they exceed this limit. Libraries **are not** required to enforce the GUIL limit on its patrons and should feel free to override the blocks.

Related: We discussed whether AAC, and others, should discuss standardizing the *max items out* limit.

Also related: Rob asked if the large libraries tell staff not to override checkout blocks. Robert said yes, at APL, but staff learn when it's okay to override.

2. Are any libraries using a translator service for limited English proficient speakers?
 - GUIL's self-check machine has language options.
 - WSTR uses Google Translate sometimes.
 - Most libraries offer unofficial language services if a staff member is multilingual.
3. What is the preferred method for identifying damaged books, notes in the books sending them back or on the item record?
 - GUIL doesn't check them in. They just bill the patron.
 - COLN gets a lot of wet items.
 - All libraries add a note to the owning library.
 - All offer the item to the patron, since they effectively bought it with the lost fee.
 - Some (definitely WSTR) charge the patron the library's cost, especially if the patron is of limited means.
 - There are lots of judgment calls.
4. Can [we] turn off the Multiple-Title level holds function? It's the No. of Holds (1-99) in this message. We discussed this in the holds audit and it sometimes results in MANY holds accidentally placed on one bib record.

Place a Title-level Hold

Patron: PETERS, MARY CATHERINE S p11754825

No. of Holds (1-99): 1

Pickup Location: Bethlehem Public Library

Limit to Location:

Not Wanted Before: - -20

Not Wanted After: 04-03-2019

Hold Note:

OK Cancel

The group agreed that they would have to consult their libraries, since this function is used for Book Discussion Groups.

5. eCommerce -- coming: Joe described the state of this project and we had a brief discussion. We're waiting for data from other Sierra sites that use the module, and a decision by the Directors Association. There's a concern that fine/fee collections will decrease when the *PayPal* fees are applied, and that payments may be distributed differently when patrons pay online with credit cards.
6. New report requested: Phil asked if we would write a "duplicate items" report that shows, for example, all bib records that have multiple GUIL items attached.