

**Circulation Advisory Council**  
**August 1, 2018**

**Present:** Philip Berardi (GUIL), Rob Carle (UHLS), Sue Hoadley (WSTR), Dale LaGue (TROL), Debbie LaRose (COLN), Claudia McGrew (APL), Carol Melewski (RCSC), Jen Murtha (VOOR), Marion Pierson (EGRN), Sylvia Taylor (BETH), Joe Thornton (UHLS)

We had no agenda so had informal discussions on the following:

**Automatic Checkouts:** [continued from the last meeting, this time with Phil]: This is a Sierra feature that is used mainly for Homebound patrons. When a requested item is checked in for a Homebound Patron, Sierra checks it out immediately instead of prompting staff to put it on the hold shelf. It was too buggy to use before Sierra 3.4, which we upgraded to recently. Phil has been working with III to get this working, and he explained the feature to the group.

We discussed the status of this feature: it's being worked on by III and GUIL.

At today's meeting Phil described the way the feature is supposed to work and the way it doesn't in practice.

**eCommerce:** Joe described again how the module will work if/when the Directors Association decides to implement it. Sylvia asked a very good question: When lost fees are paid online, does the Item Status changed to 'Lost and Paid?' We'll ask III.

**MyCard, Scholar Card, fine-free material:** We discussed the experiences of the libraries that are currently issuing *MyCards*, and Joe described the process underway in the AAC (Automation Advisory Committee) to evaluate those three options.

**Notices:** Several people said that they're getting an increasing number of reports of patrons not receiving hold and overdue email notices. We've had a problem with *RoadRunner* accounts for years, but lately some email is being rejected from other email providers, including Gmail. We're looking into it.

We still get reports of patrons not receiving *Teleforms* calls, but these are rarer and harder to troubleshoot. Rob asked that all Circ staff send us the barcode of any patron who reports not getting calls.

**Out-of-system patrons:** Sylvia asked if we could manage loans (or denials) to Out-Of-System patrons with Sierra Loan Rules instead of (or maybe in addition to) the red lines, staff training, etc. that we use now. There seemed to be some resistance to this suggestion, but I don't remember why, so we'll revisit it at our next meeting.

**Missing items:**

Phil said that *Harry Potter* books, in particular, have a lot of missing items and asked how we should handle them. Rob asked if we should suppress them? Phil said that GUIL might suppress all items that were lost before a certain time.

Question: Is the bib record suppressed when the last item record is? We'll check.

Another question: Is a title requestable if all items are lost, billed, or missing? We'll check.