

Circulation Advisory Council
June 5, 2019

Present: Philip Berardi (GUIL), Rob Carle (UHLS), Debbie LaRose (COLN), Carol Melewski (RCSC), Jen Murtha (VOOR), Marion Pierson (EGRN), Robert Sheedy (APL), Sylvia Taylor (BETH), Joe Thornton (UHLS)

1. *Staff on my end are requesting that the View Cancelled Holds information is extended to 90 days before the information is dumped. This will be helpful for reinstating cancelled holds now that the function works. It is currently set to 30 days. (Phil)*

We all agreed to this change and UHLS will ask III to make it.

2. *We had an incident with another library patron who was receiving claims returned on 6 Guilderland items by their home library. I think we need to address how libraries are issuing claims returned and either have one practice for issuing claims returned or treat claims returned the same as replacement items. It is only offered at the discretion of the owning library. (Phil)*

Sylvia: This is a training issue.

Joe: UHLS will email a reminder to everyone to refer all patrons who “claim returned” to the items’ home libraries.

3. *Eventually I'd like to discuss non-requestable items and how this information is being relayed to patrons searching for materials through the OPAC but I don't think I'm going to be able to properly describe this through an email. (Phil)*

Rob: I don't remember this discussion. Do you?

4. *Sierra 4.3 upgrade - any problems? (Joe)*

Rob read an email from Melissa Tacke (CAST):

“We've noticed that since the Sierra upgrade, we have to reset the receipt printer almost constantly for transit slips and hold slips. For example, if we are in the check-in screen and checking items in, transit/hold slips will be printing fine. Then we switch over to the check-out screen to help a patron, then switch back to the check-in screen and we need to reset the

printer. This is really annoying for our staff because she have to switch between the screens very frequently and have to reset the receipt printer nearly every time.

Is there anything we can do to fix this, or to make our circulation computer remember its receipt printer?"

Rob said the workaround is to have two *Sierra* sessions opened at the same time.