

Circulation Advisory Council
August 7, 2019

Present: Philip Berardi (GUIL), Rob Carle (UHLS), Sue Hoadley (WSTR), Debbie LaRose (COLN), Enyol (Angel) Ortega (APL), Marion Pierson (EGRN), Debbie Scott (WSTR), Robert Sheedy (APL), Kathy Stempel (BERN), Sylvia Taylor (BETH), Joe Thornton (UHLS), Virginia Wescott (TROY)

1. *Robocalls [TeleForms]. I have had several patrons stating that there are no messages being left and they are seeing multiple calls come through. I have tested this also and about every 2nd or 3rd attempt may leave a message or I get to it in time. (Sylvia)*

We agreed that:

- a. *Teleforms stinks.*
 - b. *We doubt that there's an easy solution since even the annoying robocalls that we all get have similar issues: message starting mid-sentence, no message at all, etc.*
 - c. *UHLS will check the IUG list to see if others have the same problems and if they've found a solution/replacement.*
 - d. *We should try to steer our patrons to email instead of phone calls.*
 - e. *Some systems (e.g. Mid-Hudson) don't use phone messaging at all.*
2. *(from the June meeting) 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)*

We discussed maybe using an OPAC Note or something else to inform patrons in Encore that some items they're viewing are not requestable. The consensus was that it would be too much work so we decided to leave things as they are.

3. *Kathy asked how others handle the situation where a patron calls to request a Museum Pass and then a patron at the desk asks to borrow it before the caller arrives. Debbie said that at COLN they check it out to an Agency card for one hour to give the caller time to come and get it.*

4. MyCard: Joe asked if MyCard is an issue. Are there any problems? Are MyCard patrons using your library? Are you issuing MyCards? Answers: No problems. Not much use. Most are issuing MyCards.

5. Hotspots: We had a long discussion of wifi hotspots, specifically how patrons try to game the system and how libraries manage them. For example, some families will have all members request a hotspot so in effect they have it permanently. Libraries' main management technique is to 'brick' the hotspots when they're overdue so they're unusable by the patron, and therefore (hopefully) returned.