

**Circulation Advisory Council**  
**September 4, 2019**

**Present:** Diane Bruins (GUIL), Rob Carle (UHLS), Molly Davis (VOOR), Debbie LaRose (COLN), Carol Melewski (RCSC), Robert Sheedy (APL), Joe Thornton (UHLS)

We didn't have an agenda so Joe reported on the problems caused by the 9/3 migration by III of *Sierra* from Syracuse to Amazon Web Services. As usual, Circulation staff were the first to hear the complaints of the many patrons who were affected by the problems, and as usual they handled the situation smoothly. Email courtesy notices were bouncing like crazy, patrons couldn't login to their accounts in *Encore*, couldn't make requests, couldn't use PC Reservation in some libraries, and lots of other difficulties. Not a pleasant way to start after a holiday weekend, but all was well by late Tuesday 9/3.

We also discussed the value of meeting without an agenda, and all agreed that it's worthwhile to meet in person to discuss problems, updates, workarounds, procedures, etc. whether or not there are specific agenda items.