

Circulation Advisory Council
October 2, 2019

Present: Diane Bruins (GUIL), Rob Carle (UHLS), Molly Davis (VOOR), Debbie LaRose (COLN), Marion Pierson (EGRN), Robert Sheedy (APL), Sylvia Taylor (BETH), Joe Thornton (UHLS), Morgan Zell (APL)

1. *(from an email forwarded by Mary Fellows):*

Have the topics below ever come up here with any of your groups? I'd like to gain your understanding of how our libraries handle this and if they've expressed discomfort.

The issue is parents putting their email down when a child signs up for a library card, and then getting email notifications when a hold is in. At the moment, there is no way for us to send email hold notifications without the title on them. When a child is young, this isn't an issue. However, with older children and teens, they may be checking out materials they don't want their parents to know they are reading.

Do your libraries update child email addresses at a certain point? How do you handle parents who may want to keep their email on the child's account? Have any other issues relating to children's privacy come up in your systems recently?

Some comments:

- Email is not a big deal. Parents should be responsible.
- There's a NULL option for notice preferences, but we wouldn't want to use that because then the patrons (parents or children) wouldn't get their notices.
- The situation is like "authorized pickup" for spouses, in that the same privacy issue applies.
- It's the parents' responsibility to manage this.

2. *PayPal issues:* Joe described the ongoing problem where some (a tiny number of) *eCommerce* transactions are failing when *PayPal* collects the payment but it's not credited to the patron's *Sierra* account. III is aware of the problem and it's "in Software

Development,” which means it should be fixed in a future release. Joe can spot a lot of these bad transactions and has been refunding the payments and notifying the patrons. He started to mark the fines “Paid” in *Sierra* and refund all but one of the *PayPal* payments, but Marion pointed out that that would disrupt the reimbursement method that we have in place. So from now on, Joe will refund all the payments and let the patrons know that they still have to pay the fines.

3. *Debbie asked about the status of the plan to delete Drivers License data in Sierra.* UHLS will delete that information for the patrons of all libraries except APL, COLN, and NGRN.
4. *Hold Shelf report:* Sylvia asked for a report that shows all the items that should be on the Hold Shelf (i.e. What’s on my Hold Shelf right now?). Joe will work on it.
5. *Review files:* Rob reminded everyone to empty their Review Files when they’re finished with them to lower the chances that someone else will accidentally perform some function (e.g. suppress) on the records in the files.