

**Circulation Advisory Council  
November 6, 2019**

**Present:** Diane Bruins (GUIL), Rob Carle (UHLS), Molly Davis (VOOR), Carol Melewski (RCSC), Marion Pierson (EGRN), Debbie Scott (WSTR), Sylvia Taylor (BETH), Joe Thornton (UHLS)

Old business:

1. From the previous meeting, we discussed the [Hold Shelf Now report](#) that BETH had requested and Joe wrote:
  - a. It's on the [Ad Hoc Reports page](#).
  - b. Sylvia said that mixed case names (instead of our standard all-upper-case names) cause sorting issues (maybe in Excel if not in the HTML display). Joe will make them all upper case in the display.
  - c. Sylvia said that Excel displays barcodes in scientific notation. Joe will correct.
  - d. Joe is still searching for a "date placed on hold shelf" field in the database, and will include it in the report if/when he finds it.

New business:

1. *Please remind libraries when sending other libraries payments for Lost items to include the Patron's name and title of item that was paid for. (Debbie)*

Everyone agreed to do this. We discussed how payments are sent. The answer for almost all payments is U.S Mail. EGRN said they've received cash in a courier bin.

2. *I have come across several instances where billed TROY and/or TROL item charges were removed from patrons' accounts by other libraries. Neither Troy branch waives replacement charges for our billed items, regardless of how old they are. We refer patrons with lost items from other libraries to the owning library, or sometimes have contacted them ourselves. We understand that many libraries are going fine-free, but these aren't fines that are being removed, they are charges for lost/not returned items. (Dale)*

UHLS will email a reminder to everyone to refer patrons with lost items to those items' owning libraries to pay the bills, and never to collect or waive the fees themselves.

3. *We are interested in "predefined fines" - who uses? what fines/fees are defined? how many fines/fees are allowed? per library? (Diane)*

This setting applies to all libraries. Rob will look into the maximum number of predefined fines we're allowed, and the group will discuss what to add at a future meeting.

4. *Could the [Ad Hoc Report for eCommerce Summary for all Libraries](#) have the transactions be broken up as fines and replacement costs with their appropriate transaction fee? They are broken up by Overdue, Replacement paid, and Manual paid on the fines paid. (Sylvia)*

We looked at the [eCommerce payments for your library's items](#) and [eCommerce summary for all libraries](#) reports and Joe explained why the complexity of PayPal charges makes it difficult to do what Sylvia requested. Sylvie said that she gets useful eCommerce payment information from *Sierra's Fines Paid* function.

5. *eCommerce problem:* Joe reminded everyone about the ongoing, but infrequent, problem where *PayPal* collects payments for library fines and fees but the patron's *Sierra* record isn't updated. Supposedly this problem is fixed in *Sierra 5.0*, but we'll stick to our informal policy of waiting for the '.1' release. We'll upgrade as soon as 5.1 is available. Joe asked if the libraries are hearing from patrons who are confused or angry about this problem, but the answer was no.
6. FYI from Diane: GUIL plans to convert its entire collection to RFID by June, 2020.
7. We discussed a potential problem with the circulation policy of a couple of libraries, especially APL, where some items go directly to 'Billed' as soon as they're overdue. Because bills are sent by items' owning libraries, there's a concern that if a BETH (for example) item is checked out at APL and is billed on its overdue date, then BETH would be responsible for billing the patron, even though they would not do that for their own loans. The mitigating factor is that most of the 'direct-to-billed' items are not requestable (e.g. new DVDs and new books).