

Circulation Advisory Council
February 5, 2020

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), Virginia Wescott (TROY), Morgan Zell (APL)

1. TROY is going fine-free. Virginia announced that TROY is going fine-free, officially on 2/14 but quietly on 2/10, when UHLS will change their Loan Rules. UHLS will also delete all fines (not lost fees or other charges) for any patron who has a fine on an item that was checked out at TROY or TROL. Note that these will not all be TROY patrons, and all deleted fines will not be for items checked out at TROY or TROL.

2. Sylvia asked:

Do all libraries run the expired holds list at least 5 days a week?
How many libraries run an ad hoc report for status “on holdshelf”? When we run it, we find

1. Items that are still sitting on our or another library’s shelf that were not cleared from the expired holds list that may or may not have been run (we can tell where it is because patron information is in the item level hold status)
2. Items that were cancelled but never checked in—no item level hold information is available so we have no information as to where the item is located.

Discussion:

- UHLS will remind libraries to run the reports.
- Diane said that occasionally items leave the building (with a person, I presume [Joe]) without being checked out, possibly because of mishandling a self-checkout.
- Virginia said that she runs the expired holds list and then checks (either with Create Lists or an Ad Hoc report) for items that have been *in transit* for more than two weeks. If an “expired” hold is on that report, she goes into the patron record and extends the hold, then runs the expired holds list again.
- Related to all this: Someone noted that most libraries are not represented at our meetings and so would not get the benefits of these discussions. Joe will see if there’s interest in running *GoToMeeting* when we meet so more libraries could participate remotely.

3. Boopsie problems: Robert brought up the ongoing problems with the UHLS Mobile App (Boopsie). Joe said that he's been nagging Demco to fix the problem. When Robert learned that patrons could choose any library, some of which don't have the problems APL has in the app, and still access the entire catalog, he was satisfied that this would do as a workaround until Demco fixes the problems.
4. Joe described the increased emphasis in the system on protecting patron privacy. There will probably be a document distributed to the libraries listing our responsibilities, e.g. don't give any patron information to anyone other than the patron unless the permission is pre-approved by the patron. Our discussion made it perfectly clear that the libraries - at least the ones in the room - are already doing an outstanding job in this area.
5. Debbie asked how long other libraries keep *Lost and Paid* items in the catalog. Virginia: TROY keeps them for three years. Diane: We suppress them so they don't appear in *Encore*.
6. Diane reported on the progress of GUIL's RFID project. So far all *A FIC* items have been tagged, and it'll take a while to finish the project, even with all hands on deck.