

**Circulation Advisory Council (online)**  
**November 4, 2020**

**Present:** Phil Berardi (GUIL), Diane Bruins (GUIL), Rob Carle (UHLS), Mindy Fowler (SNLK), Dale LaGue (TROL), Angel Ortega (APL), Sylvia Taylor (BETH), Joe Thornton (UHLS)

We had no agenda but discussed the following:

- APL staffing question: Sylvia asked about APL staffing in the branches, especially APLM, specifically related to processing holds. Angel said that APLM is not at full staffing yet, but APLW is doing Paging Lists for other branches, and that if anyone is waiting for holds they should contact him or Lisa Neuman.
- Joe asked if there are problems system-wide with slowness in processing requested material. Sylvia said that at BETH, patrons complain more about equipment (hotspots, etc.) than other material, but there's no significant problem with slowness. Sylvia also said that BETH will not be charging fines until January 1.
- Phil reported on GUIL's RFID project. It's done. The RFID tags look like half of a bookmark and are easily removed, or fall out, so Phil asked that all libraries leave the RFID tags in the GUIL items that they process. The tags cost \$0.15 - \$0.20 each and will be used for, among other things, automated sorting.
- Phil also reported on GUIL's renovation plans. The library has boxed thousands of items to be stored off site during the renovation, and has changed their status to 'archived' in *Sierra*. Rob suggested that they suppress those records in *Sierra* so they don't appear to patrons in *Encore*. Rob offered to suppress them and will work with Phil on this.
- Rob asked a question that was posed to us by Mid-Hudson Library System: How do you handle damaged items that are owned by other libraries when they're returned by patrons or delivered by courier to your library and have holds on them?
  - Sylvia described the process at BETH: If there are no other items in the system, they put a note on the item and contact the patron to give her the option to take it or not. Rob asked why they don't just change it to a bib-level hold. Sylvia said that if they do that and the owning library misses the note, the same item could come back to them (BETH). Sylvia said BETH gets maybe two items like this a week.
  - Angel said that APL does it exactly like BETH.