

Circulation Advisory Council (online)
February 3, 2021

Present: Molly Davis (VOOR), Kathy Stempel (BERN), Sylvia Taylor (BETH), Joe Thornton (UHLS)

It was a very brief meeting with just a few participants, which I think is always a good sign that things are okay out there.

We discussed delays in filling holds, specifically whether there are delays at GUIL caused by their construction project. We agreed that things are just generally slower due to COVID changes, and this is not a huge problem.

We talked about how to handle “Claims returned” issues and when/whether to take patrons’ words for it. Sylvia said that BETH usually takes the patron’s word for it, asks them if they’ve looked everywhere, and puts a note in the record.

Good to remember our “best practices”:

Claims returned

*Don't put a claimed returned status on another library's item (only your own).
Don't remove another library's 'claimed returned.' All 'claim returns' should originate at the owning library. The owning library may contact another library to do a search.*