

**Circulation Advisory Council (online)**  
**July 7, 2021**

**Present:** Diane Bruins (GUIL), Rob Carle (UHLS), Molly Davis (VOOR), Carol Melewski (RCSC), Angel Ortega (APL), Kathy Stempel (BERN), Sylvia Taylor (BETH), Joe Thornton (UHLS)

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

Discussion:

- Hotmail bounces: *Microsoft* has still blacklisted the III server that sends our Hold Pickup and Overdue notices to users of hotmail.com, outlook.com, msn.com, and other *Microsoft* email clients. We had them whitelist us twice already and will keep after them to whitelist us again.
- *Teleforms* is calling the wrong person and/or reading the wrong items that are overdue or ready for pickup. UHLS is working on it.
- Sylvia said that text (SMS) is the most reliable notification method.
- Diane reported on the progress of the GUIL construction project.
- Kathy had a question about items not showing up on Paging Lists. We suggested she run the [Item level requests](#) report on the [Ad Hoc Reports](#) page.
- Short meeting. All is well in Circland.