

**Circulation Advisory Council (online)**  
**November 3, 2021**

**Present:** Phil Berardi (GUIL), Rob Carle (UHLS), Kirsten Heller (RCSC), Carol Melewski (RCSC), 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:

- IPA (*Innovative Phone Alerts*, formerly *Teleforms*): Several problems, including a lag between the time a requested item is checked in and the patron is notified, and patrons getting multiple calls for the same item. We notified III, they're aware of the problem, and are working to correct this and generally to improve this relatively new product.
- GUIL RFID cards: Phil clarified for the group how their process works. When GUIL checks out a non-GUIL item, they insert an RFID card. They expect some attrition (lost cards), but ask that other libraries return the cards to GUIL if they find them. No explanation or processing of any kind is required. Just please put the cards in a bin for GUIL.
- Rob reminded everyone to please empty Create Lists Review Files that are no longer needed.
- Short meeting. All is well in Circland.