

Circulation Advisory Council
3/1/2023 (online)
Minutes

Present: Phil Berardi (BETH), Rob Carle (UHLS), Kirsten Heller (RCSC), Pam Jacobson (SNLK), Lisa Pitkin (GUIL), Joe Thornton (UHLS), Lauren Vincent (GUIL), Virginia Wescott (TROY)

Delayed holds: GUIL had experimented with this feature, new in *Sierra 5.5*, but it was buggy. GUIL wants to use it because they don't have the personnel to shelve holds fast enough. Rob asked if it's working okay after the update to *Sierra 5.6* and Lauren said yes. From csdirect, Delayed Holds are:

The Time to Holdshelf interval, previously applied only to hold display in My Account, can optionally delay the Hold Pickup notice so that the physical item will have a chance to reach the holdshelf before the notice is sent.

Purging lost fees on your items:

Working with Virginia, Joe found a way to purge all lost fees incurred by TROY patrons on TROY items, and to provide Virginia with a file of patrons with lost fees on TROY and other libraries' items so she could purge just the TROY fees manually.

Virginia said that the goal was to remove barriers to library use and to give all Youth borrowers a clean slate. We purged all lost fees for all TROY patrons under the age of 19, and purged lost fees for adults when the fees were assessed more than five years ago.

Virginia said that the process worked well, but that the items for which the fees were purged were still checked out to the patrons. Rob asked Virginia to submit a request to support@uhls.org and he'll do a batch checkin.

Kirsten asked who to contact if other libraries want this done. Answer: Send a request to support@uhls.org

Patron record purge: Lisa asked if we periodically do a purge of old, inactive patron records. Joe: "No, we haven't done that ever in *Sierra*. Should we?" Virginia: "Yes," and there was general agreement that we should.