

**Circulation Advisory Council**  
**10/4/2023 (online)**  
**Minutes**

**Present:** Rob Carle (UHLS), Kirsten Heller (RCSC), Pam Jacobson (SNLK), Sylvia Taylor (BETH), Joe Thornton (UHLS), Lauren Vincent (GUIL), Virginia Wescott (TROY)

Another short meeting with just a few (regular, loyal, awesome) attendees.

We discussed courier service:

- TROY's courier (Jessica, I think) has left and now delivery is irregular - 9:00, 1:30, etc. TROY would prefer a normal workflow.
- Joe asked how many bins the libraries get each day, on average.
  - TROY: 4-6, 8 on a bad day.
  - RCSC: 2-3
  - BETH: 8-25, handled by one staff member. It takes between 35 and 75 minutes to process them.

*(Vague recollection of the details of the following discussion. Sorry.)*

Kirsten said that a RENS patron requested an RCSC item and RCSC staff received an email that it was ready to be picked up.

Virginia said that this is a common occurrence. If a patron has *Print* as their notification method, then TROY gets an email when a TROY item is ready to be picked up, because we don't mail Hold Pickup notices.

Joe asked if the "email bills" program is working okay. Yes, said the attendees who use the program. It emails bills to patrons who have email addresses and who selected *Email* as their notification method. There are still some bills to print and mail every week, but a much smaller number.

That was about it. All is well.