

**Circulation Advisory Council**  
**11/1/2023 (online)**  
**Minutes**

**Present:** Rob Carle (UHLS), Syarra Fiacco (COLN), Kirsten Heller (RCSC), Pam Jacobson (SNLK), Sylvia Taylor (BETH), Joe Thornton (UHLS), Lauren Vincent (GUIL)

[Zoom Summary of the meeting](#)

Another short meeting with just a few attendees.

- Pam asked if we could add libraries' four letter codes to the *Sierra* checkin screen, e.g. "This item belongs to Sand Lake Town Library (SNLK)." Sylvia did a test while in the meeting and read the 'hold' message for a checked-in item: "Item has a hold to be picked up at Albany Pine Hills." UHLS will check with III to see if we can add the four letter code, but we're not optimistic.
- We discussed the too-frequent slowdowns and shutdowns of *Sierra*. We had guessed that it's network related and probably local to just a library or two, but our discussion made us think that the problem is widespread. We'll contact III to let them know and to (a) find out what the current *Sierra* timeout setting is, and (b) see if we can change it.
- Lauren asked about the 'email bills' program that we wrote and that is used by ten libraries. Joe said that it's working well: It emails bills for your items to patrons who have email addresses in *Sierra* and who have selected 'email' as their notification method. Everyone else gets a printed bill (also part of this program). Patrons with improperly formatted email addresses (e.g. jane.doe@@gmail.com) also get a printed bill. Emails that bounce for any reason go to the [donotreply@uhls.org](mailto:donotreply@uhls.org) account and Joe will check that regularly to make sure that everyone who deserves a bill gets a bill.