

## **Meeting summary for Circulation Advisory Council (03/06/2024)** **(Zoom summary, edited)**

### **Quick recap**

The group discussed several topics, including the *Capira* self-checkout function, the addition of Amy [DuBrey] to the GUIL staff, the current director search at GUIL, handling lost and damaged library items, the increase in e-commerce payments, and the problems associated with other libraries claiming returns on their items. We also discussed the issue of an untrained person running the expired holds process, the use of patron messages on nonresident cards, and the implementation of a one-year card for specific patrons.

### **Summary**

#### **App Update, New Staff, Director Search**

Rob visited GUIL and tested the *Capira* self-checkout function, which he found to be working well. Lauren confirmed that the automation window [RFID sorting?] was functioning better after some initial issues, and it was appreciated by the children who enjoyed watching their books being checked in and out. The addition of Amy DuBrey to the library staff was discussed positively, and the current GUIL director search was mentioned, with the candidates narrowed down to three. A 'meet and greet' session with each candidate was also discussed, allowing staff to get to know them better.

#### **Lost and Damaged Items Discussion**

The group discussed the issue of handling lost and damaged items. Joe raised questions about how other libraries manage damaged items in their possession, a problem that Sylvia often encounters as she processes about 2 to 3 checks a week. Lauren acknowledged the issue and mentioned GUIL's efficient handling. The group agreed that when a patron loses an item, the policy is to collect the payment (lost fee) from the patron and send a check to the owning library. However, they acknowledged that there are more considerations when dealing with damaged items. Sylvia expressed concern that not all libraries write checks for damaged items. They also noted that the policy for damaged items can vary based on the extent of the damage. The conversation ended without a clear resolution on the issue. Joe will send an email to the Circulation list to gather more information.

#### **E-Commerce Payments and Library Item Handling**

The group discussed the increase in e-commerce payments in response to the decrease in checks being sent and received. It was noted that different libraries have different methods of handling lost or damaged items from other libraries, with options including collecting payments and sending a check to the owning library, referring the patron to

the owning library, or using e-commerce (*pay online*). The group also addressed issues of libraries marking other libraries' items "Claims returned" and the practice of waiving fees on other libraries' items. It was agreed that a library should not mark items that they don't own "Claims returned." The [Ad Hoc report eCommerce payments for your library's items](#), which shows online payments made for each library's items, was identified as a useful tool.

### **Expired Holds Process Security Concerns**

Sylvia reported an issue where the expired holds process was run by an untrained person, leading to concerns about the process's security. The group discussed potential solutions, such as implementing stronger passwords and restricting the ability to clear hold shelves to only the library's own hold shelf. They also debated the interpretation of the "clear" button functionality in their system, with Virginia suggesting it should be presented as a functional tool rather than an option.

### **Non-resident cards**

The group discussed the use of patron messages on nonresident cards and the loan rules associated with them. They also talked about the implementation of a one-year card for specific patrons. The idea of using a pop-up message on the system was also brought up, forcing circ staff to update the card every year. The group agreed to continue using and possibly revise the current system based on the discussions.

### **Next steps**

- Joe will send an email to the circulation list asking about policies on handling damaged or lost items returned from other libraries.
- Joe will send an email to the circ group summarizing the discussion and any corrections should be sent to the whole group.