

Meeting summary for Circulation Advisory Council (04/03/2024) **(Zoom Summary, edited)**

Quick recap

The group discussed a report by Joe aimed at streamlining the library system, but issues were raised about the inclusion of temporary patrons' requests. They also addressed technical problems and agreed to further investigate these issues. Lastly, the process of renewing patron cards and the high volume of patron inquiries were discussed, with the group deciding to revisit these issues.

Next steps

- Pam will test the ad hoc report to see if temporary patron requests show up and report back to the group.
- Lauren will report any future Sierra crashes to Sean Silvernail for investigation.

Summary

Addressing Temporary Patrons' Library Requests

Joe presented a report he wrote after the pandemic to streamline the library system and eliminate inefficiencies. However, Sylvia raised a concern that the report included temporary patrons' requests which were not included in the paging list, causing problems for staff. Lauren and Pam confirmed that their libraries did not frequently encounter such issues. Joe proposed to exclude all temporary patrons' requests, but this sparked further discussion as Lauren argued that temporary patrons should still be able to place requests. Eva and Joe also raised questions about the appearance of temporary cards from other libraries on the ad hoc report, causing confusion. The group agreed to further test these issues to find a solution.

Loyal Soldiers' Tests and Sierra Crashing

Joe discussed conducting tests for loyal soldiers who consistently attend meetings. Joe also addressed an issue regarding Sierra's frequent crashing, suspected to be a local problem related to slow internet speed at Guilderland. Lauren agreed to report such incidents to Sean Silvernail for investigation, and noted that they were not receiving similar reports from other libraries.

Renewing Patron Cards and Addressing Inquiries

Pam, Joe and Lauren discussed the process of renewing patron cards, with Joe confirming that they would renew cards upon request from a library. They discussed the challenges of verifying patron addresses and phone numbers, with Joe suggesting that library usage could be a good indicator of continued residence within their service area. The group decided to revisit the issue, with Joe reminding everyone about it. They also discussed the high volume of patron inquiries they receive, mostly about Overdrive blocks caused by expired patron records, and agreed to continue monitoring this situation.