

Meeting summary for Circulation Advisory Council (05/01/2024)

[Zoom summary, edited by Joe]

Quick recap

Sylvia and Joe discussed technical issues with the Zoom setup and the complexities of managing loan rules for different patron types. They also addressed the discontinuation of temporary cards at their library and the challenges of verifying local residency for certain borrower types. Lastly, they touched upon operational improvements since changing their courier driver and infrequent issues with "ghost check-ins."

Next steps

- UHLS will investigate the issue of temporary card holders appearing on the ad hoc report and ensure the loan rules are correctly applied to prevent unauthorized requests.
- Virginia will continue to monitor and address any scanner-related issues that may cause incorrect checkouts, ensuring the upgraded scanners are functioning correctly.

Summary

Zoom Setup Technical Issues Discussed

Sylvia and Joe discussed technical difficulties with the Zoom setup, particularly issues with headsets and the visibility of temporary cards on the paging list. Joe acknowledged the problem but was uncertain about how to resolve it. Joe promised to investigate further, indicating that it might be a challenging task.

Managing Loan Rules for Diverse Patrons

Sylvia and Joe discussed the complexities of managing loan rules for different patron types. Joe explained that the loan report only identifies a bib level request on an item, not the patron type, which could lead to issues such as temporary patrons requesting items from libraries they're not affiliated with. Sylvia noted that such requests should be stopped in Sierra, the library management system. Joe acknowledged this, pointing out that the system could get complicated if a library didn't allow certain patron types to request specific items.

Discontinuation of Temporary Cards Discussion

Sylvia discussed the discontinuation of temporary cards at their library and raised a query about whether other libraries were fulfilling holds for both temporary cardholders and permanent cardholders. Virginia confirmed that her library uses temporary cards for students and those with short-term contracts, but they also accept documentation to verify local residency. The only exception is for a specific borrower type, 'MyCard',

which has special restrictions. The issue of MyCards was also acknowledged by Joe and Sylvia confirmed that they were still being used.

Virginia's Class Size and Driver Improvement

Virginia shared that they were working with a class of 30 to 60 individuals and had no issues with the current system. Sylvia brought up a concern about "ghost check-ins," which Virginia confirmed was an infrequent problem due to scanner issues. Virginia also mentioned a significant improvement in their operations since changing their driver. No other problems or suggestions were raised.