

## **Meeting summary for Circulation Advisory Council (02/05/2025)**

**[Zoom summary edited by Joe]**

### **Quick recap**

The meeting began with casual conversation and updates on job interviews and hiring, followed by a discussion about a unique incident involving a library call to a patron. The team also discussed a potential issue with overdue book notifications and the use of the Recall function for hotspots. The conversation ended with a welcome to a new team member and a discussion about the circulation staff, with a date set for the next meeting in March.

### **Next steps**

- UHLS team to monitor the use of the Recall function and ensure it's not causing issues for patrons.
- Qin to continue using the Recall function for hotspots at Guilderland Library and share best practices with other libraries if needed.
- Sylvia to inform Geoff that the Recall issue was discussed and is not considered a major problem at this time.
- All library staff to remain vigilant about not making phone calls to patrons regarding overdue books or hold list positions.
- UHLS team to consider providing guidance on the proper use of the Recall function for new staff members.

### **Summary**

#### **Casual Conversation and Library Updates**

The meeting began with greetings and casual conversation. The participants discussed the absence of some members and the passage of time since their last meeting. They also touched on the topic of job interviews and hiring. Sylvia shared a unique experience of receiving a phone call from a friend of a patron who was in the hospital, claiming that a library had called them. The conversation ended with a discussion about the current situation in the library, with no significant issues reported.

#### **Overdue Book Notice and Recall Discussion**

In the meeting, Public(???) and Joe discussed a potential issue where a patron was contacted by a library staff member regarding an overdue book, despite not having received any automated notice. They agreed that this was an unusual occurrence and not part of their usual practice. They also discussed the possibility of changing a message related to recalls, but decided against it due to its rarity. Qin from the Guilderland Library shared their practice of using the Recall function for hotspots,

which they monitor daily. The team decided not to remove the Recall option, as it could be beneficial for some libraries.

### **Joe Meeting With Jessica and Public(???)**

In the meeting, Joe and Public discussed a minor issue that was deemed not a major problem. Joe then welcomed Jessica, who is a senior clerk at a Delaware branch, to the meeting. Jessica confirmed her role and mentioned that she had been with the library for over a year. Joe expressed satisfaction with the circulation staff, stating that they rarely need assistance. The conversation ended with Joe thanking everyone for their participation and setting a date for the next meeting in March.