

Meeting summary for Circulation Advisory Council (08/06/2025)

[Zoom summary edited by Joe]

In attendance: Rob Carle (UHLS), Joe Thornton (UHLS), Emily Willerth (APL), Kayleigh Hartnett (TROY), Jessica Lynn (APL), Sylvia Taylor (BETH), Pam Jacobson (SNLK), Sarah Kerr-Mace (MEND), Laurie Dreyer (TROY)

Quick recap

The meeting began with casual conversation about recent travels and personal experiences, including family reunions and concerts. The group then discussed the rollout of the new Vega Mobile app and its transition from the previous Capira license, including plans for PR materials and communication about the change. The latter part of the meeting covered various operational updates including equipment upgrades, patron communication issues, missing book situations, and borrowing privileges for different library card types.

Next steps

- Kayleigh to forward sample of bounced circ/overdue notices to techies@uhls.org
- Libraries to check shelves for missing copies of "The Parenting Book"
- Libraries to check and scan in any found copies of "The Parenting Book"
- Joe to investigate database for last hold date on missing copies
- Joe to send out PR materials and links about Vega Mobile app to circulation and cataloging teams
- Joe to send out second offer regarding blu-ray cases and Xbox playstation equipment to circulation and cataloging teams
- Pam to arrange pickup of remaining bounty hunter metal detector
- Libraries to check their shelves for missing items showing as "on hold shelf" but not actually on hold shelf

Summary

Vega Mobile App Transition Plan

Joe discussed the rollout of the new Vega Mobile app, explaining that while it was ready, their previous license for Capira was extended to August 13th due to timing issues. He mentioned that the new app is called "UHLS Libraries" and will be available until Capira stops working on August 13th, after which it will be removed from app stores. Joe committed to sending out PR materials and talking points to help libraries communicate about the app transition to their staff and patrons.

Library Equipment and Service Updates

The meeting covered several updates and discussions. Sylvia announced the upgrading of telescopes and metal detectors, offering them to other libraries, and Kayleigh expressed interest in one of the telescopes. Joe agreed to send out offers for the remaining items to circulation and cataloging. Kayleigh discussed the main library's closure due to heat and the temporary holding of holds at the checkout desk, asking for feedback on high-demand titles. The group also addressed the adjustment of curbside services due to HVAC installation and the challenges of maintaining a cool environment in the building.

Email Bounce Analysis Discussion

Kayleigh reported receiving a high volume of email delivery failures for patron communications since the recent email scam, but Joe determined this was likely coincidental and not related to the scam. Kayleigh agreed to forward a sample of the bounced emails to Joe and the tech team for analysis, as they typically receive only one bounce per day. The group discussed that while some libraries have experienced email blocking issues in the past with providers like Roadrunner and Hotmail, no widespread problems had been reported by other libraries.

Missing Parenting Books Investigation

The team discussed a situation where seven copies of a parenting book were showing as "on hold shelf" in the system but couldn't be located, possibly due to a book club situation where holds were cleared but items weren't properly scanned back in. Emily and Sylvia suggested checking physical shelves, and Joe offered to investigate the database for the last hold date or contact other libraries through the Circ group if needed. The team agreed to check their own libraries first, with Joe coordinating to inform everyone if the books are found and ensuring they are properly checked in and returned to circulation.

Library Card Privileges Discussion

The group discussed library card types and borrowing privileges, particularly focusing on temporary and student cards. Emily explained that Albany libraries issue student temporary cards to college students staying in dorms, which grant full borrowing privileges but are only valid at the issuing library. The discussion revealed that different libraries have varying policies for temporary cards, with some implementing limits like 3-item borrowing restrictions. Joe confirmed that Sierra could be configured to restrict borrowing privileges for specific card types across libraries, though this would require coordination and potentially a project to identify which cards need restrictions.