PRAIRIECAT CIRCULATION COMMITTEE
DRAFT MINUTES
June 27, 2023
1:00 pm via Zoom

MEMBERS PRESENT: Abernathy (NL), Kitchen (EM), Kofoid (GV), Landis (PC), Slanicky (PC),), Slazyk (PE), Smith (PC), Tedder (PC), Watson (HC), Wiegert (FP), Zamorano (WO), Zanelli (PC).

MEMBERS ABSENT: Bonny (PC), Erickson (FR), Hansen (CH), Linnell (BD), Sangston (MA).

GUESTS PRESENT: Carter (SL), Elsner (HC), Fane (LP), Fine (PR), Gunn (EJ), Hoste (CL), Ippolito (RP), Kozinski (DK), Mason (RL), Nowak (MR), Saathoff (CO), Shelton (NL), Snidanko (HD), Spychalski (OR), Wood (JO), Yoeckel (SN).

I. **Welcome** – Landis (PC) began the meeting and welcomed everyone.

II. **Roll Call of Committee Members for Attendance**

III. **Approval of Minutes from February 28, 2023** – Watson (HC) made a motion and Wiegert (FP) seconded to approve the February 28, 2023, minutes as written. Minutes approved. (The vote to approve the minutes was delayed until the middle of the meeting because we did not have a quorum at the beginning of the meeting). The April meeting was cancelled.

IV. **New Topics**

a. **Thank you to current Committee Members and welcome to new Committee Members, whose terms begin 07/01/2023** – We recently had an election. Landis (PC) congratulated Tari Sangston (MA) and Carrie Zamorano (WO) who were re-elected to the committee. Thank you to Mikayla Kitchen (EM) for serving on the committee. This will be her last meeting as a committee member. Lisa Elsner (HC), Shannon Snidanko (HD), and Devin Wood (JO) will be joining the committee as new members at the August meeting. A special thank to Tami Slazyk (PE) and Laura Watson (HC) who have both served a consecutive six years on the committee. Laura has served as Chair of the Committee at least twice during that time.

The August meeting packet will include an updated list of the Circulation Committee members and a new meeting schedule for the upcoming fiscal year.

b. **Collection agency policy** – The committee crafted a new Collection agency at the February meeting that was approved by the Administrative Committee on June 2, 2023. The policy is included in the February 28, 2023 minutes in the June 27, 2023 meeting packet.

c. **New support site** - Landis (PrairieCat) demonstrated how to use the new PrairieCat support site. Login with your L2 account. Smith (PC) sent an email on June 20, 2023 on how to use the new website with a link to a half hour Zoom training session. Statistics and reports are on the bottom of the website on the left side. If you need to get meeting documents, you click on Calendar, then the meeting, to see the meeting agenda, meeting packet, and minutes. Click on the date and it will bring up the pdf file. All of our documentation is being moved to the website. The circulation information is still a work in progress. Sierra Essentials has holds and searching because these are essential skills that apply to everyone who uses Sierra. You can search by topic, and it will take you directly to the documentation on that topic. At the bottom of the screen, click on Printer-friendly version to print. Documentation can be found under Resources, Policies and Procedures, Circulation. A new feature, Reporting Tools, has Create lists, Decision Center, and reports. You must be logged in to view it.

d. **New report available for Old Billed Items** – The Statistics and Reports section of the website has the Old Billed Items report and a new Old Billed Historical Items due Jan 2001 – June 2022. If an item turns up that is not in Sierra, you can look for it in this report and refund the patron (depending on your library's policies)

e. **New and Upgrading Libraries** – The Mount Carroll Public Library upgraded from a union list member to basic online. Lostant Community Library is live, the Rock Island Public Library Watts-Midtown branch is live, Harvard Diggins has reopened, and Western District Library has reopened.

f. **PUG Day** – PUG Day (PrairieCat Users Group Day) will be on Friday, September 9, 2023 at Waubonsee Community College in Sugar Grove, Illinois. The Engagement Committee has been meeting and planning sessions for PUG Day. They would like to have a round table discussion with staff from libraries that offer a library of things collection. It could be a half hour or one hour discussion. Contact Smith (PC) within the next two weeks if interested in participating. Registration for PUG Day opens July 10, 2023. The sessions will all be live and will not be recorded. All slides and handouts will posted on the website after the event. There is no cost for registration. This is

part of PrairieCat's services that are provided to the members. Something new is a charge for lunch this year. During registration, you have the option of opting in for lunch and your library will be billed later. You also have the option of going offsite to a local restaurant for lunch.

V. Friendly Reminders

a. **Free! Offer of One-on-One Training Session for Manage Holds Function** – Every PrairieCat library should be working with the Manage Holds Function on a regular basis. It gives you a report of all the outstanding holds with your library as the pickup location. It used to be called the View Outstanding Holds function and was updated in a recent software upgrade. You can use the Manage Holds Function to catch and fix problems with holds so your patrons can get their items more quickly. Documentation can be found on the website. There is a video in Talent LMS on how to use the Manage Holds Function that can be watched. Landis (PC) will do a free one-on-one Zoom training session where she will go through your library's data with you. Open a Help Desk ticket if interested.

b. **Placing Multiple Holds (e.g., Book Club Holds)** – If you need to place multiple holds for a book club, always make sure that if your library owns a copy and the status is Available, that you check out the item before you place the holds. If your library has an Available copy when the hold is placed, your item will be paged for 72 hours before the software switches to another library, even if you check your library's copy out after placing the holds. Always place separate holds for each copy needed. For example, if you need ten copies, you would place ten separate holds, not one hold for 10 copies. There is a document on the website for book club holds. To find it, at the main page, search for "book club". If you need to set up a new patron record for book club holds, be sure to enter your library's mailing information in the address field in the patron record.

c. **Helpmenow Email Address no Longer Available** – Before we changed our help desk ticketing system, you had the option of opening a help desk ticket by sending an email to helpmenow@prairiecat.info. This option is no longer available. If you send an email now to helpmenow@prairiecat.info, it automatically closes the Help Desk ticket and PrairieCat staff are not notified. You will get an email reply that this option is no longer available. Whenever you open a Help

Desk ticket, if you don't hear back in a couple days, check your spam or junk folders.
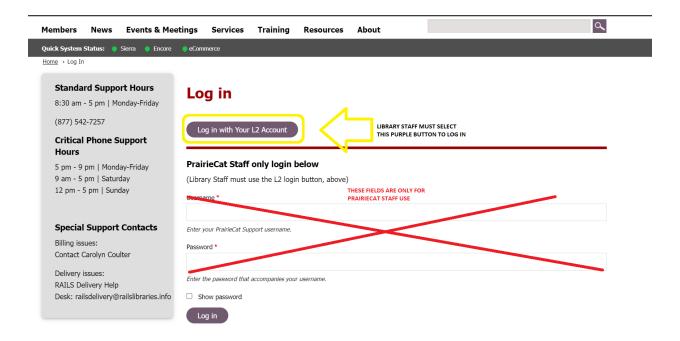
VI.   BYPT "Bring Your Problems Time" – No problems were reported.

VII.   Next Next Next Circulation Committee Meeting: August 22, 2023, 1:00 pm, via Zoom

Here are some tips on using the new website. [View the 30-minute demo of the new site here on Zoom.](#)

How to log in to website:

1. Navigate to https://support.prairiecat.info/
2. Select **Log In** from upper right corner
3. Select the purple **Log in with your L2 Account** button
4. This redirects you to L2
5. Enter your L2 username and password and select **Log In**
6. You'll be redirected to the PrairieCat website and can now access member only information. Note: If you need to create an L2 account or forgot your L2 account password, use L2 to resolve those account issues.

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Quick System Status: ● Sierra ● Encore ● eCommerce

Home › Log In

Standard Support Hours
8:30 am - 5 pm | Monday-Friday

(877) 542-7257

Critical Phone Support Hours
5 pm - 9 pm | Monday-Friday
9 am - 5 pm | Saturday
12 pm - 5 pm | Sunday

Special Support Contacts
Billing issues:
Contact Carolyn Coulter

Delivery issues:
RAILS Delivery Help
Desk: railsdelivery@railslibraries.info

Log in

[Log in with Your L2 Account] **LIBRARY STAFF MUST SELECT THIS PURPLE BUTTON TO LOG IN**

PrairieCat Staff only login below
(Library Staff must use the L2 login button, above)

Username * **THESE FIELDS ARE ONLY FOR PRAIRIECAT STAFF USE**

Enter your PrairieCat Support username.

Password *

Enter the password that accompanies your username.

☐ Show password

[Log in]

How to access Statistics and Reports:

1. Navigate to https://support.prairiecat.info/
2. From the home page, scroll down to the Quick Links
3. Select **Statistics and Reports**