PRAIRIECAT CIRCULATION COMMITTEE

**APPROVED MINUTES**

**August 22, 2023**

**1:00 pm via Zoom**

**MEMBERS PRESENT:** Bonny (PC), Elsner (HC), Ericksen (FR), Hansen (CH), Landis (PC), Linnell (BD), Sangston (MA), Shelton (WL), Slanicky (PC), Smith (PC), Tedder (PC), Wiegert (FP), Wood (JO), Zamorano (WO), Zanelli (PC).

**MEMBERS ABSENT:** Kofoid (GV), Snidanko (HD).

**GUESTS PRESENT:** Calbow (UE), Carter (SL), Christenson (KR), Christiansen (MX), Close (SR), Elsner (HC), Fane (LP), Fine (PR), Gunn (EJ), Hancock (LP), Hoste (CL), Ippolito (RP), Kozinski (DK), Martin (MP), Mason (RL), Owens (MN), Peschang (RD), Smaga (PE), Struthers (PD), Studer (HD), Thomas (RK), Watson (HC), Waugamon (PT), Yoeckel (SN), Zielezinski (SA).

1. **Welcome** – Landis (PC) began the meeting and welcomed everyone.
2. **Roll Call of Committee Members for Attendance**
3. **Review Agenda for Additions/Corrections** – Old billed items were removed from section V and a new topic was added.
4. **Approval of Minutes from June 27, 2023** – Sangston (MA) made a motion and Wood (JO) seconded to approve the June 27, 2023 minutes as written. Minutes approved.
5. **New Topics**
   1. **Welcome Back to our School Libraries** – Landis (PC) welcomed back our school librarians. PrairieCat has 30 school libraries representing 55 branches. Most of the schools are open now. A few schools open at the end of August and about 20 open the day after Labor Day. When placing a hold for an item and if the only owning library is a school that is not open yet, the system will ask for an override. Never use an override to place a hold.
   2. **Upcoming Cleanup Projects** 
      1. **Old Manual Charges** – The support site now has a list of old manual charges in a report called **Old Manual Charges Prior to 1/1/2016** and is available in the August 2023 report section. Landis (PC) will send an email the afternoon of August 22, 2023 about the old manual charges. Any charge over 7 years old cannot be legally collected. In many instances, these are fines and bills that were migrated from Sirsi to Sierra in 2012 and there is no information to identify which title is being charged. There are over 15,000 of these charges. PrairieCat can do a fine purge for the member library. The items must all have certain fields in common for the automatic purge to work. Open a Help Desk to request a fine purge.
      2. **Unique ID Cleanup** – The unique ID was discussed over a year ago. It was decided to retain it as a required field in the patron record. If a member library needs to receive a report of unique IDs to fix, open a Help Desk ticket and Landis (PC) will send a report.
      3. **Holds Cleanup** – There are over 400 holds that were created prior to January 1, 2023. A significant number of these holds are frozen. Holds from 2021 have cycled out of the paging list and have expired. Patrons have received hold cancellation notices for the ones that were cancelled.
      4. **New and Upgrading Libraries**
         1. **Putnam County Primary School** – The Putnam County Primary School is adding their collection to PrairieCat. No target date has been set for Go Live.
         2. **Byron Schools** – the Byron schools have one school left out of four to be added. Their data was loaded in 2019 and they are slowly updating their items.
         3. **Winnebago Public Library** - The Winnebago Public Library is beginning the process of joining PrairieCat. No timeline has been set yet.
      5. **PUG Day** – This year’s PUG Day information is on the website. Registration is open. You can sign up for lunch when you register, or you can opt out. Smith (PC) and the Engagement Team have really put together a great program this year. So far, there are about 200 people registered and there is room for more. Next year’s PUG Day will be virtual, and the following year will be in person. Registration closes on September 13, 2013.
6. **Friendly Reminders**
   1. **Clear Holdshelf Procedure** – Every PrairieCat library should be using the Clear Holdshelf procedure to clear your hold shelf. [Documentation](https://support.prairiecat.info/documentation/policies-procedures-documentation-sierra-essentials-holds-1) is available on the support site.
   2. **Manage Holds Procedure** – Every library should be using the Manage Holds procedure. There is a video available in Talent LMS that shows step-by-step directions and [documentation](https://support.prairiecat.info/documentation/policies-procedures-documentation-sierra-essentials-holds-2) is available on the support site. You can generate a list of only frozen holds. If the hold has been frozen for a long time, contact the patron to find out if the items are still needed and have the patron unfreeze them so that the hold can be filled. Landis (PC) can do a Zoom session to review the procedure with anyone who needs help.
   3. **Working With Failed Notifications in Your Library Email Account** – Every library should be checking their failed email notifications. [Documentation](https://support.prairiecat.info/documentation/policies-procedures-documentation-circulation-prairiecat-email-address) is available on the support site. This gives examples of all the different email messages where the system tried to send a notice to the patron and the email did not go through. It is very important that these are fixed quickly! These typically indicate an error in the patron’s email address and affect the delivery of courtesy notices, hold notifications, and first overdue notices.
   4. **Proper Handling/Placement of Pink Condition Slips** – PC staff have received some complaints that when an item is sent back to the owning library, the pink condition slip is on the inside which is not easily visible to staff. It is in our procedures that the slip needs to be on the outside of the item when it is returned to the owning library. The condition slip needs to go on the item before patrons check it out.

If your patron checks out the item and it is returned damaged, use an [assess for damage](https://support.prairiecat.info/forms/assess-damage-previous-damage) slip instead of a pink condition slip.

1. **BYPT “Bring Your Problems Time”** 
   1. **Patron Notice Preference** – A patron’s notice preference field was changed to “phone”, but the patron was still getting emails.

Certain notices, like the courtesy notice, are only sent by email. Even if the notice preference field is set to “phone”, the patron will still get certain notices by email. If there is a problem with the patron accessing their email, delete the email field in the patron record to prevent them from receiving emails.

1. **Next Circulation Committee Meeting: October 24, 2023, 1:00 pm, via Zoom**.