

PRAIRIECAT CIRCULATION COMMITTEE
AGENDA
February 26, 2019
1:00 PM
GoTo Training

The PC Circulation Committee will meet Tuesday, February 26, 2019, 1:00 pm via GoTo Meeting. To join the GoTo Meeting, please visit:
<https://attendee.gototraining.com/r/6155276489950941697>

Committee charge: The 11 member elected standing group discusses circulation and OPAC topics. It is empowered to make decisions on procedure and some policy decisions, and to make recommendations to Administrative Council for higher-level policy decisions. It also reviews circulation procedures and works together to resolve circulation issues.

1. Welcome and introductions
2. Approval of Minutes for 10/23/2018
3. Pending Projects/Updates:
 - a. Auto-renewal project update
 - b. Different hold screens since upgrade – sent to software engineering
 - c. Resource Sharing Committee reviewed “new” timeframe on November 7 and made no changes
 - d. Holds for non-PrairieCat reciprocal borrowing patrons
 - e. Fines paid locked screens
 - f. Unique ID – eliminating extra digit for duplicates / duplicate checking
 - g. Hold prioritization by delivery hub
 - h. Review of circulation manuals
4. New topics
 - a. Scopes for adult and young adult
 - b. FY20 election – expiring seats are Alexander, Butler, Smith, Thompson, all eligible to run again
 - c. Other updates or concerns?
5. Membership update – N8 and Byron Schools
6. FY2019 projects
 - a. Badging program / skills checklists / strategic plan initiatives
 - b. Customizing brief record display
7. Next Circulation Committee meeting: April 23, 2019, 1:00 pm, GoTo Training

PRAIRIECAT CIRCULATION COMMITTEE
APPROVED MINUTES
October 23, 2018
1:00 PM
GoTo Training

PRESENT ON GOTO: Augsburger (PC), Bahr (FO), Bonny (PC), Butler (WL), Christiansen (MX), Dale (RL), Hutchinson (PC), Jensen (PC), Lien (PC), Sebille (SL), Slanicky (PC), Slazyk (PE), Smith (RO), Sullivan (PC), Tedder (PC), Thompson (KK), Watson (HC), Zanelli (PC)

ABSENT: Alexander (CL)

VISITORS: Brashaw (FP), Miller (UE), Posing (MN), Zielezinski (SA)

- 1. Welcome and introductions** – Judy started the meeting at 1:01 pm. Judy introduced Amanda Augsburger, the new PrairieCat Training and Outreach Coordinator.
- 2. Approval of Minutes for 8/28/2018** – Thompson (KK) made a motion and Dale (RL) seconded to approve the August 28, 2018 minutes with corrections. Motion passed.
- 3. Pending Projects/Updates:**
 - a. Auto-renewal project update** – the production and training servers have now been updated with the fix so auto-renewal will work correctly without ignoring title holds. So, testing can now begin. HD, RL, WL volunteered to be early testers at the last meeting and KK volunteered today and will be updated on the list of volunteers. PC staff will begin testing it and will look for loan rules not used by several libraries or set up a new loan rule that doesn't affect anyone else. Notification is by email only, because it is tied to the courtesy notice.
 - b. Updating login passwords update** – password updates on the shared circulation logins went smoothly a couple weeks ago. PC staff had very few calls from people who were not able to log in. Expiration date pop up was also added. Next passwords will be changed for named logins that are used for create list or by cataloging staff. Individual member library staff will be contacted directly about the password change. Any passwords that are already eight characters or longer will not be changed.
 - c. Different hold screens since upgrade – sent to software engineering** – thank you to people who sent screen shots. Innovative now convinced that changes occurred and has gone to software engineering. Have not heard back from software engineering.
 - d. Resource Sharing Committee will review "new" timeframe on November 7** – Meeting on November 7 after the Delegates Assembly. The committee will be reviewing results of survey about the new time frame. The majority of respondents want to leave the time frame as is. A high number also were in favor

of lowering to 12 weeks. The Resource Sharing Committee will also work on other Resource Summit follow-up, including list of materials restricted from holds.

- e. **Review of circulation manuals** – members were to review the Circulation I and II manuals. There was talk of splitting up the classes because there is so much information. Hutchinson (PC) asked for feedback about the circulation training manuals. Talked at last meeting about having a very basic circulation class with only checkin, checkout, and fines. Could have a class for adding patrons only. May split out holds as a separate class. Since not just circulation staff place holds, reference and youth services staff also need to be trained on placing holds. Basic intro class could be on demand or taped to watch later. Helpful for staff who work only evenings and weekends. Patron maintenance would be a more advanced topic. Hutchinson and Augsburger will work on new handouts and distribute to the committee to review.

4. New topics

- a. **Fines paid locked screens** – Hutchinson (PC) sent an email about the fines paid functionality being changed so that when a fine payment is made, the payment screen locks. Staff sees an error message if you try to pay the same fine a 2nd time. Important to close the patron record at checkin/checkout/fines payment. If patron pays through ecommerce, it needs time to process the transaction. In the past, the system would allow staff to pay the same fine twice, then patrons would need a refund. There could be up to an hour delay. If you see a long delay, send examples to Hutchinson (PC). Help Desk at Innovative is pending waiting for us to provide examples. The fines paid tables were redone in the last release.
- b. **Unique ID** – PC has had the policy within circulation that libraries are supposed to be using the unique ID (formerly alt id) in the patron record using the patron's name and birthdate. NIC libraries are also using a unique ID. Jason ran some reports and some libraries are not using unique IDs. PC staff can send a report to libraries with unique IDs missing from the patron records. Members agreed they would like to keep using the Unique ID. PC staff will remind libraries to use the unique ID. The December issue of Ping! Will have a column on the unique ID. The unique ID could be in a future Did You Know (formerly known as Tip of the Month).
- c. **More hold prioritization – Resource Sharing Committee will review** – Hold prioritization will be discussed at the Resource Sharing Committee meeting. Would go back to giving hold priority to items that belong within your delivery hub. Used to use in Sirsi days, but took it out when libraries left PC. With the NIC libraries coming in and QC libraries returned, more libraries with similar size are in each geographic area. This is a setting in tables in Sierra for holds prioritization that could be removed if it causes any problems.
- d. **Other updates or concerns?** –
 - i. **Select Button** - Smith (RO) reported that sometimes the Select button is grayed out. When displaying brief bibliographic records as part of placing holds, the select button in the right hand corner of the screen is grayed out. Sometimes it doesn't work for a day or two. Members suggested that double clicking on the desired record should work. No one else has seen this issue.

- ii. **Undeliverable Emails in Zimbra** - Christiansen asked how people are handling emails in Zimbra that are reported as not getting delivered to patrons. RL and KK reported that patrons actually received the email also the library gets a message that email was not going through. Those libraries wait until they are contacted by the patron about an issue, rather than contacting patrons that are in fact getting their emails.
- iii. **Telephone Notification System (TNS)** - The telephone notification system (TNS) will be getting updated to Talking Tech. More information to come.

5. Membership update – PC staff are working with the Byron Schools, which are rejoining PC as a union list library with three buildings. Also working with the eight NIC libraries. Had a NIC Migration Implementation Team meeting last week with an anticipated Go Live date in the third week in May 2019.

6. FY2019 projects

- a. **scopes for adult and teen** – Part of the NIC project will be to add adult and teen scopes.
- b. **Badging program / skills checklists / strategic plan initiatives** – Training committee is gradually working toward badging/training competencies in the future.
- c. **Customizing brief record display** – PC staff are working with Innovative to customize the brief record display as part of the NIC project.

7. Next Circulation Committee meeting: February 26, 2019, 1:00 pm, GoTo Training

Meeting adjourned at 1:46 pm