November 9, 2010 Circulation Roundtable

Fall River – Main – Public Library

Sort to light – questions?

Every library in the network can now begin putting items in delivery without a transit slip providing:

The item belongs to a library in SAILS

The item has a barcode on the front cover

The item is not fragile and does not require special packaging

Some libraries are using barcode duplicators to copy barcodes and place them on the cover when items are being sent in transit. SAILS can order barcode duplicators for libraries – the duplicators are on the SAILS order form

Self-service hold shelves – hold shelf wrappers.

Libraries are using the hold shelf wrapper feature to prepare items for self-service hold shelves. To do this libraries need to use thermal receipt printers ($199 on the SAILS order form). In the Discharge and Trap Hold wizards the library (Behavior Tab) the library can define what fields appear on the holds wrapper (patron name, telephone number, title, etc.) and what should be printed horizontally and vertically. When an item is trapped to fill a hold the wrapper is automatically printed. It can be put on the spine of the item and left on a pick-up shelf for patrons. Libraries that do not want to use self-service holds can still use the hold shelf wrapper feature for staff managed hold shelves. Libraries that are using this have found this to be a great timesaver.

Server replacements

SAILS is replacing its two main servers. It is currently scheduled to be done between Christmas and New Year. There will be downtime. SAILS is going to be sending out detailed instructions when the date is confirmed. The network is recommending that libraries use off-line circulation during this time. There will be web-based training on how to use off-line circulation 2 weeks before the downtime. Written directions will be distributed. SAILS is also working on a strategy to allow Envisionware, Tixkeeper, and Overdrive to continue functioning during this time. iBistro will be off-line. Holds will not be placed or filled. Patrons will not be registered. Fines will not be collected.

Mentor online training

SAILS is testing on-line training developed by SirsiDynix. The tutorials are intended to provide new staff with an overview of the system that can then be followed by more detailed training. They are also good skills refreshers for current staff. If your library wants to try it out contact SAILS.

Customizing emailed notices

SAILS is encouraging libraries to send out 1st overdues via email Libraries will have customized notices with library specific contact information. Notices will have a reply to that will go to the library

General questions:

What makes a patron blocked?

7 overdue items OR $10 or more in fines.

Can a patron be blocked by an excessive number of claimed returns?

No the system does not limit or block a patron because of a large number of claimed returned items. The system tracks the number of items that the patron has claimed returned. If an item is returned that number is not decremented but it can be modified manually. The rule of thumb is if a patron has more than 5 claimed returned items the person should not be allowed to do any more. To view claimed returned items on a patron's record go to the checkout folder and click on claims.

How long does the system retain information about paid bills?

36 months

I had a situation that a patron placed a hold at home for a title that we had on shelf. When the patron came in the next day the library was open and brought the copy to the desk it was flagged to go in transit to another library. I thought local copies always go to local patrons first.

Local copies do always go to local patrons first UNLESS there is a copy in transit from another library to fill that patron's hold. It is possible that another library checked in the title and it was flagged to fill your patron's hold or it appeared on another library's RHA on a day your library is closed. You may override the transit message and check it out to your patron.

Our library doesn't charge a processing fee. Do we need to charge a processing fee if the owning library has one?

Assess the patron whatever the bill amount is. The bill is generated by the circulating library not the owning library and you would have no way of knowing what the processing fee should be.

Can we renew another library's items if the maximum number of renewals has been reached?

In most cases no but you can contact the owning library to see if it is alright. In special circumstances the maximum number of renewals can be overridden but only if the patron has the item in hand.