

Circulation Roundtable Minutes

Westport Free Public Library

10/25/2012

In Attendance: Chris Nemet (Carver), Desire Palmer (Rehoboth), Jane Young (Westport), Josh Brum (Westport), Britt Grealish-Rust (Dighton), April McDermott (West Bridgewater), Sephi Alves (Swansea), Marie Shea (Swansea), Paula Sitarz (Dartmouth South), Sheri Torres (Dartmouth South), Ben Phinney (SAILS)

The meeting started off with a discussion of the SVA service and how it is going, how patrons are receiving it, and any problems that have been encountered. Overall, staff are happy with the service and it has already shown to be a real time saver. Patrons are also generally happy with it. The only complaints that have been voiced by patrons are issues that really can't be fixed, like how the system pronounces their names. Swansea was told that "Swanse" is pronounced wrong. The parts of the message that are static, like the library name, can be altered and possibly fixed.

Next emails were discussed in relation to the SVA service. It is always good to have an email in a patron record. It gives everyone more ways to contact a patron and, there are other notices that the SVA server doesn't send that email still will. Also, if a patron forgets their PIN, they can have it automatically send from the OPAC to the email we have on file.

What defines a library's patron? A patron is associated for all intents and purposes to the library in the basic tab on their record. This is what governs hold priority when a library owns an item.

We then discussed the upcoming Enterprise discovery platform. Over half had seen Laurie's demonstration. The only question asked was if you could do a library specific search. The answer is yes, by doing an advanced search. But, it might be easier to do a search then filter the library with a facet.

The group then discussed what each other does for registration forms, if everyone still uses paper or has completely switched to electronic only. All are still using a paper form for their records. SAILS has a brief form on their website for registration, but it was designed for the update process. It can be downloaded and modified if any library wanted to use it for either registration or patron updates.

<http://www.sailsinc.org/circ/PatronUpdateForm.doc>

The next topic was having Academic patrons coming to a public library. It often happens that patrons from the academics place holds to be picked up at a public library. It is often an accident or that they didn't know they couldn't use their MMA or BCC card at a public library. The process here for the pickup library, if they do want to pickup the item at the public library, is to checkout the hold on their public card instead. You would need to override the checkout and select Override and Cancel the hold. If they don't have a public card then they can get one. Do not use their school card. K-12 and Academic cards cannot be used at a public library.

The lost item process was discussed. Everyone needs to remember that the owning library completes the transaction when an item is marked lost and paid for. Another reason this process is important that might not be apparent is that some libraries reconcile their money day by day, so it causes an issue when their workstation isn't the one taking the payment. It is also important that the check is made out correctly to the owning library as well.

<http://www.sailsinc.org/Circ/lostpayment.pdf>

The Unfillable Hold form was another topic. Libraries have to check if the copy they are marking missing isn't the last one. If it is, make sure to fill out the unfillable hold form:

<http://www.sailsinc.org/Forms/circ.asp>

The damaged item process was discussed. Specifically, when a borrowed item is damaged by the borrowing library's patron. This must follow all other damaged item processes. It needs to be sent back to the owning library's circ user with a note on the hold. Not a circ note. If the patron wants to pay for the item at check-in, the only work around is to mark it lost.

The Claims Returned Process was discussed. Every library has the option of using claims returned or not. If you set another library's item to claims returned, you must fill out the claims returned form:

<http://www.sailsinc.org/Forms/circ.asp>

A question was asked, "why when my library doesn't charge processing fees are my patrons sometimes charged processing fees from borrowed items?" The answer to this is that it is the library that issues the bill in Workflows that determines whether a processing fee occurs. Network policy does not require that each library manually apply a processing fee for lost items if their library doesn't normally charge a processing fee. If your library collects a processing fee do not expect to receive that fee if another library sends you a payment for a lost item. See the upcoming November Newsletter for details.

I brought an iPad to show the group how we can access a computer with Workflows on it via a tablet now. Due to some technical difficulties, we were only able to discuss it. We discussed the Jumpdesktop App that SAILS has tested and a potentially cheaper version from Log Me In that we have not tested. We discussed how to use it for both reference and circulation.

The final topic discussed was how to display the Holds for My Patrons to give a narrower approximation of a patron's place on the holds list. Through either the Display Title or Item Holds Wizards, there is a helper called the Detailed Hold Count Helper. This tool allows you to search only the holds of your library's patrons. This can't give you an exact number to give patrons of course, but, if you own an item and the holds list is lengthy, it can give a better approximation.