

Circulation Roundtable minutes - Spring 2010

In attendance

April 13: Mattapoisett

Katie Daener (Mattapoisett); Judith Downey (New Bedford); Joseph Fernandes (New Bedford); Jen Frasier (Rochester); Lynn Haugen (Mattapoisett); Donna Ohlman (Marion); Robert Demanche (SAILS).

April 14: Seekonk

Sephi Alves (Swansea); Sarina Bluhm (Norfolk); Marge Bradley (Seekonk); Desire Palmer (Rehoboth); Barbara Sheffield (Mansfield); Robert Demanche (SAILS).

April 15: Lakeville

Diane Brennan (Lakeville); Robin Bryant (Taunton); Lisa Hart (Plympton); April McDermott (West Bridgewater); Darlene O'Connell (Pembroke); Robert Demanche (SAILS).

WorkFlows 3.3.1. upgrade

We talked about the new release and new features, including:

- Display or not display the View Pane in Item Search and Display.
- Select which tab opens first in Item Search and Display.
- Option to start with the search helper when you open the Display/Modify/Remove User Holds wizards.
- Configure receipts for bill payments to subtotal by Bill Reason.
- View more circ details & stats in the circ info tab in Item Search & Display

One notable problem has been corrected: when you search in Item Search and Display and view your results in the Call Number/Item tab, the items in this tab no longer sometimes fail to display.

Staff Q and A

Charge History

Q. If a patron's check out history is turned on, how long will that history be maintained? If the patron does not turn it off, will it stay indefinitely?

A. Our original thought was to maintain only 18 months of charge history. However, SAILS has found that, due to the small amount of space required to store the charge history, we have no plans at this time to delete it unless requested by the patron.

Q. Will Charge History be easier to search/sort in the new online catalog? Will the author's name be included in the list of charges?

A. Currently the charge history can be sorted by Author, title or date charged. The functionality will remain as is, with the possible exception of patrons being able to turn this feature on themselves.

Q. Can we set the Discharging properties so that, for a person who uses Charge History, an alert that usually appears for books, CDs, or DVDs checked out a second time will not appear for magazines?

A. In the checkout wizard, under the behavior tab, you can uncheck “Display Alert for Previous Loan” so you won’t get notified if a patron has checked something out before. This is an all or nothing setting.

Holds

Q. What determines if an item is holdable or non-holdable? The Item Type?

A. There are a variety of factors that go into making an item holdable or non-holdable, and so there is no simple answer. Item type is the primary way we control holds on items. If there is a particular problem at your library with a holdable/non-holdable item, please contact SAILS.

Q. A patron has a library card from another library. They placed a hold on a video game owned by the other library (which only allows local holds). Can the resident pick it up at our library?

A. The resident has to pick it up at the owning library. The owning library won’t put the item in delivery.

Family Card

Q. Sometimes, family members all have different phone numbers. Is it ok to use something other than a telephone number as the family card name?

A. Yes. We suggest using the phone number because it is often common to family members and is therefore easy to remember.

Add Brief Title

Q. When you add a brief title, what fields must you enter information into?

A. Only the Title field is required in the bibliographic information.

Upcoming meeting

Circulation Users Annual Meeting / Tuesday, May 25, 2010 / 9:30 am – 11:30 am / SAILS meeting room.