

JUNE 17, 2021 Circulation Committee Meeting Minutes

In Virtual Attendance: Laure Barrett (Clifton), Noel Cardona (Paterson), Eli Cardona (Pals Plus), Cindy Corbett (Verona), Joseph DeCesare (Little Falls), Francine Falcone (Cedar Grove), Luca Manna (Pals Plus) and Mary Martin (Wanaque).

Approval of minutes – May 20, 2021.

Lost card purging discussion – No date set yet for purging of existing lost cards. Eli explained that the User Lost Card wizard can be disabled so they'll be no future need of purging this data. Lost cards will be handled in Modify User wizard, deleting the current card # and entering a new one. The previous user ID will be re-directed to current active card on file. Once lost cards are purged Mary suggested the possibility of having a report run which would include any duplicate cardholders in the system as some patrons have multiple cards in error. Eli stated such a report could be run through Blue Cloud Analytics.

Virtual pop-up workshop suggestions – Mary recommended a tutorial on using the catalog from the patron's point of view and volunteered to do a pop-up workshop on this. Many circulation staff may not realize what patrons' view in using 'My account' on the catalog. It could be useful in assisting a patron in many ways (i.e. checkouts, holds, paying fines, making lists). Luca mentioned that these virtual workshops are recorded so they can be viewed again and a discussion took place about how to share them possibly through PPRC. It was also suggested that the digital services committee could present an electronic downloads recording. Any pop-up workshops might also be included in a circulation summit if virtual is the way we go. Perhaps even pop-up conversations might be a useful tool for circulation specialists. It was recommended that perhaps a survey for ideas/questions for the summit go out to all users. The all users email account can now be used by all.

Discussion about amount of allowable holds which is consortium wide and set at 50 holds. Occasionally Laure noted that Clifton runs into problems when patrons

are limited to 10 DVD checkouts but 20 might be available preventing them from checking out all the items available. Hold suspension was discussed and perhaps patrons using lists instead of placing all the items on hold or, to possibly increase the amount of DVD checkouts allowed could prevent this scenario. Patrons can easily suspend holds through the Pals Plus website.

We discussed consortium wide vs. local policies and perhaps the need to have this type of information handy for circulation specialists. Since changes are instituted frequently in local policies it might be a good idea to have an annual audit for the individual libraries to share consortium wide.

The bookmyne app will be discontinued in March of 2022. A replacement will be available.

The meeting adjourned at 3:20pm. Next meeting July 15, 2021 at 2:00 pm virtually.