

Circulation Services Subcommittee Agenda

April 24, 2020, 1 pm

Phone/web conference

To phone into this meeting call 1-866-226-4650, use access code 461-0415-2019

To access this meeting visit <https://bluejeans.com/46104152019/> (select the join via browser link)

1. Discussion

a. Curbside service

- i. Extending due dates of items currently checked out (survey)
 1. Items at each library were modified according to the library preference. The two options were June 1 and July 1. Libraries completed a survey indicating which date they preferred. Libraries that did not respond had their due dates set to July 1.
- ii. Library calendar Closed dates – impact on curbside checkout
 1. Closed dates were added to every library's calendar through May 31. If an item is checked out today, items will be due on June 1. Libraries may extend the due date by adding dates to their calendar. Libraries that do not want the extended due dates may remove closed dates from their calendars. This will cause items to be checked out using "normal" due dates. These options will be left up to each library.
 2. The closed dates in the calendar also affect the hold expiration date for holds on the hold shelf. Currently these expire on May 31. Modifying the closed days in the calendar will affect this date.
- iii. Review wording of holds notices and Curbside service doc:
 1. Email (same day)
 2. Text (next day)
 3. Phone (next day) – can't modify

We modified the texts of the email and text notices as follows. Changes will be made on 4/24/2020. This information will be shared with all libraries.

We will also share the phone message (which cannot be modified)

iv. Returns and check in

1. Libraries need to create their own policy and procedure about accepting returns. Tell staff that if they are checking in materials and the materials are trapped for a hold at a different location, staff should be clicking ignore and checking those items aside.

- v. Counts of items checked out per location.
 - 1. Heidi got a count of items checked out that got changed to the new due dates. Heidi can send this out in an email or post it.
- b. Extending the RTH FillReserveAtPickupLibraryAge parameter from 60 days to 365. Results from Sandbox testing, motion to approve change to syspref in Production.
 - i. When you check in an item and it has a hold at another location, and choose Ignore the status is available. If libraries have checked in items and set them aside, they could check them in again to see if there is hold at the pickup location. A question was asked about the process to use Ignore when a hold was trapped at another library is that it will show as in transit. Patrons may think that delivery has started. We need to work through what is happening to the items that are being set aside with a status of "available."
 - ii. If an item is checked in and it is available, does it show up on a holds queue report, and if so for which library? There was discussion regarding best practices for using the pick list to fill holds on local items.

2. Next meeting: May 12, 2020