

V-Cat Cooperative Circulation Committee Report – March 2024

The Committee reviewed how the implementation of the standardized library card application has been received by libraries who have begun using the new application.

Patron Records – standardized library card application and patron record recommendation updates.

Updates from libraries using the new forms:

A question was raised about collections/law enforcement and the need for an additional waiver. It was determined this is covered in the current application language.

Merrill noted that the use of the new applications is going well. There was a little confusion with their formatting and phrasing, which they adjusted are adjusting to make it easier for patrons to complete the applications.

Safe at Home addresses and pcode 4

The committee discussed Safe at Home addresses and patron code 4. It was determined that an individual's patron code 4 should match the Safe at Home address, and not the address where the individual is residing. Additionally, a message could be included in the patron record notifying staff of the Safe at Home address.

Shoutbomb adjustments at 16-17 years old

The committee discussed Shoutbomb text message notices and 16 - 17 year old patrons. The Shoutbomb SWITCHPHONE keyword will allow patrons to change the phone number where library notice text messages are delivered.

The ILS Administrator will bring an updated patron records guideline to V-Cat Council with the addition of Safe at Home information and Shoutbomb text message notices for 16 and 17 year olds to the next V-Cat Council meeting. Information about Shoutbomb SWITCHPHONE will also be provided.

The Committee approved an updated Claims Returned Recommendation to change the schedule from "billed" to "damaged".

The Committee approved updated language for the maximum limit on holds and checkouts to 100 to clarify existing recommendations and match up with current Sierra settings.

High demand holds were discussed in length. Concerns brought to the committee include the staff overrides of items marked as high demand and patrons upset over the inability to place holds on new items in order to "hold their spot in line" for when the item is taken off of high demand.

The committee would like to remind libraries of our current High Demand and Overrides Recommendation and not to override holds. Item level hold overrides also override the High Demand restrictions and fill the hold without waiting for the item to be released from High Demand.

There are currently options for library users and staff when a hold cannot be placed:

- Encourage patrons to make use of the option to suggest items for purchase feature which is found in Aspen.
- Choose to limit search results in Aspen to only feature non-high demand items.
- Libraries can also ask a fellow library to release a high demand title with no holds for a patron request.
- Library users can drive to an owning library and pick up the item.
- Library users can use the list feature in Aspen to save titles for future reference / hold placement.

The committee began considering options to research further.

- Adding temporary fake item records to allow hold placement
- A trial period using Sierra's precedence to local holds to fill holds first for patrons at the owning location and then fill holds in the order they were placed
- Reducing the amount of time items are set to high demand
- Consider using high demand only on items that are more likely to have holds

Future committee items include extended check out periods, standards for patron blocks and items lost in transit.

The next committee meeting will be held May 10th.