# Circulation/ILL Advisory Group Minutes

June 11, 2021

**Attendees:** Julie Gibson, Crystal Lake; Rosa Lloyd, Indian Trails; Erin McKinnie, Northbrook; Maggie Rodriguez, Round Lake; Rosalie Scarpelli, Palatine

**Absent:** Louise Neidorf, Wilmette; Laurie White, Ela

**Also Present:** Karen Bolton, Fremont; Mieko Fujiura-Landers, CCS; Kim Hegelund, Wilmette (acting as proxy for Louise Neidorf)

The June 11, 2021 meeting of the Circulation/ILL Advisory Group was called to order at 9:32am. The meeting was held via Zoom.

## 1. Telephony Hold Notice Message

The telephony system can support one message per notice type. When libraries began re-opening and offering holds pickup services last summer, practices varied greatly from library to library. The following text was added to the telephony hold notice message: "Hold pickup options may have changed. Contact the library for specific instructions." CCS is seeking a recommendation to either keep the augmented telephony hold notice or remove the added messaging and revert the message back to its original text.

After brief discussion, the group was unanimously in favor of changing the telephony hold notice back to its original text. M. Rodriguz IRLK) motioned and K. Hegelund (WLK) seconded. The motion passed unanimously. M. Fujiura-Landers (CCS) will schedule a date to update the telephony hold notice and will give libraries advance notice via CCS eNews and the Circulation listserv.

## 2. Library Card vs Library Membership

In their evaluation of notice, the UX (user experience) Advisory Group found that library expiration reminder notices used both "library card" and "library membership" terms. The UX Group would like terminology to be consistent between libraries and are recommending use of "library card." The Circulation/ILL Advisory Group reviewed their recommendation.

The group agreed unanimously with the recommendation to use the term, "library card." They felt "library card" provided patrons with clear instruction on what needed to be updated whereas "library membership" may be more confusing. K. Hegelund (WLK) motioned and E. McKinnie (NBK) seconded to approve UX Advisory group use of "library card" terminology in the library card expiration notice. Motion passed unanimously.

## 3. Inclusion of Barcode in Hold Email Notices

The UX Advisory Group is debating including the item barcode in hold email notices. Excluding the item barcode allows the notice to be more mobile-friendly. However, there was concern that removing the item barcode would have a negative impact for Circulation staff. One committee member commented

the barcode is helpful for staff to have on hand. Other committee members thought that staff generally start troubleshooting from the patron's record first, instead of the item record. The group felt it was more important for patrons to have a positive experience accessing and reading notices on their phone.

M. Rodriguez (RLK) motioned and J. Gibson (CLK) seconded to recommend exclusion of item barcode on hold email notices to the UX Advisory Group.

Ayes: J. Gibson (CLK), K. Hegelund (WLK), E. McKinnie (NBK), M. Rodriguez (RLK), R. Scarpelli (PAK)
Nays: R. Lloyd (WGK)
Absent: L. White (EAK)

The motion passed.

### 4. Lost Items Workflow

CCS is interested in beginning gathering information and data on library Lost item practices. This information will help inform CCS and Advisory Groups on whether there are practices that should or could be standardized related to Lost or Lost & Paid items. The group spent time discussing various aspects related to lost items, including thresholds for accepting lost item returns, thresholds for issuing refunds for recovered Lost & Paid items, workflows for issuing refunds, processing fees, damaged items, claimed items, accepting replacements, and more. Practices varied greatly between libraries, and many variants can contribute to differing practices such as collection size, budget, and the library's governing body. The discussion helped identify certain areas of existing workflow/documentation to clarify. M. Fujiura-Landers will revisit points for clarification as documentation is updated.

The meeting was adjourned at 10:31 am.

## Summary of Next Steps

| Who | What | When |
|---|---|---|
| CCS | Revert telephony hold notice back to pre-COVID messaging. Notify libraries in advance of change via CCS eNews and the Circulation listserv. | Late June/early July 2021 |
| CCS | Communicate recommendations regarding notices to UX Advisory Group | June/July 2021 |