Circulation/ILL Advisory Group
Agenda – June 11, 2021
Zoom, 9:30 a.m.

Meeting Access Information:
https://us02web.zoom.us/j/88901814080?pwd=dXE1aWkydXV0NVBEcXMwQ1QvSmJJdz09
Meeting ID: 889 0181 4080
Passcode: 266582

Telephony Hold Notice Message (10 mins)

a. Original telephony hold notice message: "This is your local library calling for [Name]. Our record indicates you have an item/items being held for you. These items can be picked up at the following location: [library]. Please pick up these items as soon as possible."

b. When libraries began to re-open after the initial COVID closure and offer hold pickup services, the telephony hold notice message was updated to say: *"This is your local library calling for [Name]. Our records indicate you have an item/items being held for you. These items can be picked up at the following location: [library]. Hold pickup options may have changed. Contact the library for specific instructions."*

c. Telephony can only support one system-wide message. As a result, the language needs to be applicable for all libraries.

d. With Illinois now in the bridge phase, should the telephony hold notice return to pre-closure messaging?

ACTION: Motion to revert telephony hold notice back to pre-COVID language or motion to maintain augmented telephony hold notice language.

Library Card vs Library Membership (5 mins)

a. In their examination of notice text, the UX Advisory Group found a discrepancy in the library card expiration email notice subject line. Some notices said, "Your *Library Card* Will Expire Soon" in the subject line and other notices said, "Your *Membership* Will Expire Soon" in the subject line.

b. The UX Advisory Group decided to use the email subject of "Your Library Card Will Expire Soon," but want to verify this change with the Circulation/ILL Advisory Group.

ACTION: Motion to approve UX Advisory Group use of "Library Card" terminology in the library card expiration notice.

Inclusion of Barcode in Hold Email Notices (10 mins)

     a. In addition to notice text, the UX Advisory Group has also been evaluating notice data and format. One recent discussion involved the inclusion of item barcodes in email hold notices. *(See Image A)*

     b. An argument for excluding item barcodes is that it allows the notice to be more easily viewed on a mobile device. However, there is concern that removing the item barcode would potentially cause issues for Circulation staff if patrons had questions regarding holds.

     c. The UX Advisory Group would like feedback from the Circulation/ILL Advisory Group on item barcodes from email hold notices.

ACTION: Motion to recommend inclusion of item barcode in email hold notices to the UX Advisory Group or motion to recommend exclusion of item barcode in email hold notices to the UX Advisory Group.

Lost Items Workflow (30 mins)

     a. Database Management Committee recently began a discussion on standardizing practices related to Lost/Lost & Paid items.

     b. CCS is interested in gathering information on library Lost item practices and thoughts about having a standardized, system-wide practices for Lost/Lost & Paid items.

          a. How long after an item becomes Lost will you allow the patron to return the item? When do you delete item records with a status of "Lost?"

          b. What is your current process for Lost & Paid item refunds – how long is a patron eligible for a refund on a paid item?

          c. Do you encounter problems with libraries having differing practices regarding Lost items?

          d. Where else can there potentially be standardized practices for Lost/Lost & Paid items?

          e. In a perfect world, what would the policy look like? Would you want a standardized process for refunds, or have it varied by library?

          f. What information or data would be helpful to make recommendations on standardized Lost/Lost & Paid practices?

ACTION: Discussion only.

IMAGE A: Email hold notice prototype

Subject: Requested items are ready for you

Hello [Your Name],

The following item(s) are ready for you at the library. Please pick up item(s) on or before the held-till date indicated below.

Title	Author	Format	Barcode	Held-Till
Binge box. Stop saving Matt Damon.		DVD	314680011798594	9/27/2020
Great Smokey National Park: [hiking, camping, scenic drives]	Bloom, Phil, author.	Book	314680011798595	9/27/2020
Hiking Indiana: small town destinations	Frey, Jason, author.	Book	314680011798599	9/27/2020
The Babadook	Nunemaker, Jessica, author.	Book	314680011798457	9/27/2020