

## Circulation/ILL Advisory Group

### Agenda – September 11, 2020

Zoom, 9:30 a.m.

#### Meeting Access Information:

<https://us02web.zoom.us/j/87233229597?pwd=bFJQSXphaWZnT3A0N2RLYkRENUewZz09>

**Meeting ID:** 872 3322 9597

**Passcode:** 324306

#### Email Notices and Patron Addresses (20 mins)

- a. Patrons' addresses are included by default in email notices (see attached example). A library received a request to remove the address field from email notices.
- b. Notice format cannot be adjusted by library; it is a system-level adjustment. CCS can test to see if the address field is something that can be removed at the system-level.
- c. Would the group recommend removing the patron address from email notices?

**ACTION:** Make recommendation on the patron address field in email notices for CCS.

#### Patron Record Expiration Alert (20 mins)

- a. Leap displays an expiration alert to staff 14 days before the patron's expiration date. With the alert, when staff open the patron's record, a red alert appears and opens directly to the patron registration workflow.
- b. CCS received a suggestion to extend the expiration alert to 30 days before the patron's record expires. The extension is intended to catch more patrons before they expire, especially now that patrons are physically coming to the library less and relying on digital collections more.
- c. Does the group recommend leaving the expiration alert at 14 days, expanding to 30 days (or a different period), or allowing libraries to determine threshold on a library-by-library basis?

**ACTION:** Make recommendation for patron record expiration alert. Take recommendation to Circulation Technical Group for approval if needed.

#### Auto-Renew/Almost Overdue Notices and Quarantine (15 mins)

- a. The Auto-Renew notice currently reads, "*The following items have been automatically renewed. They are now due back on the date indicated below.*" The Almost Overdue notice currently reads, "*This is a reminder that the items listed below will be due soon. It may be possible to renew these items by accessing your account online or by calling the library.*"

- b. If a patron returns their items early, they may receive an Auto-Renew/Almost Overdue notice while their items are in quarantine. CCS is interested in feedback to see if the notice text should be augmented to address quarantine.
- c. Have libraries received comments from patrons regarding Auto-Renew/Almost Overdue notices? Would the group recommend including text that addresses the quarantine period?

ACTION: Discuss the Auto-Renew/Almost Overdue notice and make recommendation to CCS.

#### Discussion: Custom Notices (30 mins)

- a. CCS Policy, as set by Governing Board, is that libraries will share notice text to maintain a consistent patron experience. An exception to this rule has been made for hold notices during Covid due to varying library practices for holds pickup. Over the past couple months, CCS has received several requests to make customizations to other notice types.
- b. CCS is interested in gathering thoughts related to custom notices. This agenda topic will be discussion only and not used to form a recommendation. Some questions to address include:
  - i. Would custom notices benefit libraries as a short-term solution? As a long-term solution?
  - ii. At what point would it make sense for customizations to go back to consistent, shared language?
  - iii. Would libraries have the capacity to track customization requests and changes? Would they have the capacity to generate notices for testing?
  - iv. Would libraries be able to submit translations for custom notices?

ACTION: Discuss opportunities and challenges related to custom notices.