## CCS Circulation Technical Group Minutes Friday, October 7, 9:30am via Zoom

1. **Call to Order** 
   1. The October 7, 2022 meeting of the CCS Circulation Technical Group was called to order at 9:32am.
2. **Approval of minutes from last meeting** [(0:20)](https://youtu.be/RaJZP-w3JgQ?t=20)
   1. No modifications to drafted minutes; approved as written.
3. **Additions to the agenda** [(0:38)](https://youtu.be/RaJZP-w3JgQ?t=38)
   1. Discussion of the Back in Circulation conference was added as a parking lot item.
4. **Officer reports** [(1:29)](https://youtu.be/RaJZP-w3JgQ?t=89)
   1. Nothing to report
5. **CCS Staff Reports** ([1:50](https://youtu.be/RaJZP-w3JgQ?t=111))
   1. CCSB Patrons and Collections ([3:10](https://youtu.be/RaJZP-w3JgQ?t=190)): CCS doing clean-up of reciprocal patron accounts in collections
   2. Listserv Guidelines ([4:47](https://youtu.be/RaJZP-w3JgQ?t=287)): CCS recently released guidelines for staff to follow if participating in email listservs. [Click here to view](https://www.ccslib.org/listserv-guidelines).
   3. New for 7.3 - Cancel Held Holds ([5:47](https://youtu.be/RaJZP-w3JgQ?t=347)): Once we upgrade to Polaris 7.3, staff and patrons will be able to cancel Ready-for-Pickup holds from Leap and the PAC. Watch for updated documentation and news on the 7.3 production upgrade!
   4. Damaged and Missing Item Reminders ([7:43](https://youtu.be/RaJZP-w3JgQ?t=463)): M. Fujiura-Landers reviewed two reminders related to damaged or missing items.
      1. Reminder 1: If you notice an item is missing a piece (like a CD Audiobook), please do not send out and circulate the item via intra-CCS loan. This makes it more difficult to track the missing piece down.
      2. Reminder 2: Use the Missing circulation status to mark an item as missing; do not check out to an in-house card. Using the circulation status will automatically suppress the item from the PAC and make it ineligible to fill holds.
   5. SMS Text Checkout Receipt Options ([10:12](https://youtu.be/RaJZP-w3JgQ?t=612)) M. Fujiura-Landers gave an overview of the Polaris text receipt feature. If activated for a library, patrons can be set up to receive text receipts in place of or addition to email and print receipts. A separate text message will be sent for each item checked out or renewed within a transaction. The ILS will also issue a text fine receipt. If interested in activating, libraries should open a help desk ticket.
   6. Recommendation for updates to Circulation Manual Section 2.xii "Users with Multiple Library Cards" ([13:45](https://youtu.be/RaJZP-w3JgQ?t=825)): M. Fujiura-Landers provided brief background on proposed changes to this section of the Circulation Manual. The Circ/ILL Advisory Group voted to recommend these changes at their September meeting. The group had no questions before proceeding to a vote.
      1. Rachel Quan (LVK) moved and Athena Crouse (NIK) seconded to make recommended updates to Circulation Manual Section 2.xii “Users with Multiple Library Cards.” The motion passed by voice vote.
   7. Reporting System Down Issues ([19:16](https://youtu.be/RaJZP-w3JgQ?t=1156)) M. Fujiura-Landers reviewed best practices for reporting system performance issues. If experiencing ILS issues, the best action to take is to call the CCS office main number at 847-483-8600.
6. **Old Business** ([21:22](https://youtu.be/RaJZP-w3JgQ?t=1282))
   1. There was no old business to address.
7. **New Business** ([21:31](https://youtu.be/RaJZP-w3JgQ?t=1291))
   1. Missing Search Suggestions ([21:34](https://youtu.be/RaJZP-w3JgQ?t=1294)): Staff asked what causes search suggestions to disappear and why search suggestion recovery takes a week? M. Fujiura-Landers explained what causes search suggestions to disappear from Leap and the PowerPAC. Search suggestions are generated from a weekly job, the Keyword Processing Job. If this job is interrupted, the search suggestions will disappear until the next job run. Because this is such a large job, Innovative will not run it more than weekly. Innovative is currently working on improvements to the job that will cut down on processing time.
   2. Recent Innovative Issues ([24:08](https://youtu.be/RaJZP-w3JgQ?t=1448)): Staff asked what has been the cause of recent system performance issues and what can they do to help CCS during these times? The best thing staff can do to help CCS is call the office when they begin experiencing issues! This helps CCS track exactly when issues start and what symptoms staff see from the database issues. Innovative is still looking into the root causes of the issues and our case has been escalated. Some instances can be tied to a job that manages integrated econtent; causes for other instances have not yet been identified. One staff suggested shifting run dates for 1st-of-the-month reports to help ease demand on database resources.
   3. Back in Circulation Conference ([27:47](https://youtu.be/RaJZP-w3JgQ?t=1667)): Staff who attended the recent [Back in Circulation Conference](https://ischool.wisc.edu/continuing-education/back-in-circ/) shared their experiences and takeaways. Staff enjoyed the keynote and additional presentation from Deborah Biddle on intentional managing ([view session descriptions here](https://ischool.wisc.edu/continuing-education/back-in-circ/back-in-circulation-2022-conference-sessions/)). Staff also appreciated sessions covering service spaces and programming to engage the community. First time attendees found the conference beneficial and noted the smaller scale. Staff commented that there were so many interesting and relevant sessions, it was difficult to choose what to attend! LACONI committee members in attendance also gave a plug for an upcoming in-person networking event ([registration required](https://www.eventbrite.com/e/networking-meet-greet-mixer-for-circulation-staff-tickets-435763770167)).
   4. Temporary RFID Tags ([42:05](https://youtu.be/RaJZP-w3JgQ?t=2525)): If libraries accumulate temporary RFID tags from returned items, they can send them back through delivery instead of discarding them.
   5. Library Contacts ([42:57](https://youtu.be/RaJZP-w3JgQ?t=2577)): Staff can find a list of library department contacts on the [CCS website](https://www.ccslib.org/library-committee-contacts-list). Submit updates to [help@ccslib.org](mailto:help@ccslib.org).
8. **Adjournment** ([44:22](https://youtu.be/RaJZP-w3JgQ?t=2662))
   1. Athena Crouse (NIK) motioned and Kathryn Freemond (WNK) seconded to adjourn the meeting. Meeting adjourned at 10:17am.

**Next Meeting: Friday, January 13, 2023 (9:30am) via Zoom**

### Action Items

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| --- | --- | --- |
| **Who** | **What** | **When** |
| CCS | Update Circulation Manual with approved revisions. | October 2022 |

### Attendees

|  |  |
| --- | --- |
| **Library** | **Name(s)** |
| Algonquin | Belinda Husak |
| Cary |  |
| Crystal Lake |  |
| Des Plaines | Michelle Meyer-Edley |
| Ela |  |
| Evanston | Gabriela Mansera |
| Fox River Valley | Keri Carroll |
| Fremont |  |
| Glencoe |  |
| Glenview |  |
| Grayslake |  |
| Highland Park |  |
| Huntley |  |
| Indian Trails |  |
| Lake Forest |  |
| Lake Villa | Rachel Quan |
| Lincolnwood |  |
| McHenry | Pam Strain |
| Morton Grove | Jeffrey Ray |
| Niles-Maine | Athena Crouse |
| Northbrook | Jenn Hovanec |
| Palatine | Rosalie Scarpelli |
| Park Ridge | Jazmin Bravo |
| Prospect Heights |  |
| Round Lake | Alisha Smaby, Jian Rao |
| Wilmette | Kim Hegelund |
| Winnetka-Northfield | Kathryn Freemond |
| Zion-Benton |  |
| CCS | Mieko Fujiura-Landers |
| Other |  |

Respectfully submitted,  
Mieko Fujiura-Landers, CCS