# **Circulation/ILL Advisory Group Minutes**

September 11, 2025

**Attendees:**  Cheryl Allen (CPQ); Keri Carroll (DUK); Kim Hegelund (NBK); Matthew Hoffman (WLK); Samantha Menard (PRK); Jennifer Sobel (PAK); Janine Wisniewski (MPK)

**Absent:** None

**Also Present:** Mieko Fujiura-Landers (CCS); Kiara Lyons (CCS)

The September 11, 2025 meeting of the Circulation/ILL Advisory Group was called to order at 9:32am. The meeting was held via Zoom.

There were no revisions to the drafted June 13, 2025 meeting minutes. Minutes accepted as submitted.

## 1. Overview of Circulation/ILL Advisory Group

M. Fujiura-Landers (CCS) reviewed the role and responsibilities of Circ/ILL Advisory Group members.

## 2. Patron Record Wireless Carrier Field

M. Fujiura-Landers (CCS) briefly presented on the history of the Polaris wireless carrier field. While Wireless Carrier is a required field in the Polaris patron workform, it is not needed to send SMS notices through MessageBee, CCS’s current text service. CCS is proposing to simplify the list to streamline patron registration.

Committee members agreed that simplifying the list to a single entry would improve both staff and patron experience and reduce the amount of patron data stored. They proposed using the generic term of “Text” as the single entry. A committee member requested CCS lead a demo of using the MessageBee portal at the next Circulation Technical Group meeting.

M. Hoffman (WLK) moved and J. Wisniewski (MPK) seconded to recommend the wireless carrier list be reduced to a single entry.

**Ayes:** Cheryl Allen (CPQ); Keri Carroll (DUK); Kim Hegelund (NBK); Matthew Hoffman (WLK); Samantha Menard (PRK); Jennifer Sobel (PAK); Janine Wisniewski (MPK)  
**Nays:** None

The motion passed. CCS will take the recommendation to the October Circulation Technical Group for a wider vote.

## 3. Adding Library Name to Billing and Expiration Text Notice

Bill text notices and library card expiration text notices reference “the library” but do not specify which library is issuing the message. CCS is proposing adjusting message text to include the library name.

Committee members agreed that these adjustments would improve notices for patrons and help staff if troubleshooting notices, particularly in areas where libraries are geographically close and use multiple libraries.

K. Carroll (DUK) moved and K. Hegelund (NBK) seconded to recommend billing and card expiration text notices be updated to include the library name.

**Ayes:** Cheryl Allen (CPQ); Keri Carroll (DUK); Kim Hegelund (NBK); Matthew Hoffman (WLK); Samantha Menard (PRK); Jennifer Sobel (PAK); Janine Wisniewski (MPK)  
**Nays:** None

The motion passed. CCS will work with MessageBee to update notices and send communication to libraries ahead of the change.

J. Wisniewski (MPK) moved and M. Hoffmann (WLK) seconded to adjourn the meeting. The meeting was adjourned at 10:03am.

## **Summary of Next Steps**

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| **Who** | **What** | **When** |
| CCS | Work with MessageBee to update billing and card expiration notice text; communicate with libraries on change | September-October 2025 |
| CCS | Present recommendation on updates to wireless carrier field to the Circulation Technical Group | October 2025 |
| CCS | MessageBee portal demo at the Circulation Technical Group meeting | October 2025 |