Circulation Roundtable
3/22/2011
Attleboro Public Library
10 AM - 12 PM

Libraries represented: Attleboro, Dartmouth, Foxboro Public, Lakeville, Mansfield, Norfolk Public, Plainville Public, Swansea, Taunton

Issues discussed:
Make hold available - Dartmouth has noticed an issue where they cancel an available hold and it appears available for a patron in another library. Is this a property setting in the Check Item Status wizard? The wizard does do the following (from the Workflows help), and if you're not careful, could make the hold appear as available for the next patron -
"If you receive an item that has a canceled hold (the hold was canceled by the user while the item was in transit), and scan the item using the Check Item wizard, the wizard will clear the canceled hold from the hold queue. Check Item Status will immediately check the item's status again, and prompt you for the next action, such as making the next hold available or putting the item in transit to another library."
So, be careful not to select the option to make hold available because it means immediately available, even if it's supposed to be in another library.

Language of expired hold notification - many said that the patrons complain about the language of the privilege expiration notice. SAILS will be addressing this.

Library Elf - Discussed the service and Plainville showed the flier they created to advertise the service. I mentioned that SAILS is working on a flier as well and will make it available shortly. The service is great for people, even if they only use it to get their holds alerts on their cell phone. This can save the library a phone call and also get the patron in quicker, such as on the way home from work. Also nice is the ability to combine multiple SAILS cards and get all the notices to one place - email, cell phone, and/or calendar.

Intransit Items - problem with people not responding to missing in transit forms. If you don't get a response after sending an email or two, email eservices@sailsinc.org to see if we can find out what's happening. Also talked about how to check the "pending transits" wizard (under In-Transit Items) to find items coming to my library and also can change the library to check status on items you sent, if you're looking for something in particular.

Backing up properties - if you need to reload Workflows, such as something happens to your computer and you don't have a backup, it's good practice to make a copy of the property file. You can copy the file to a flash drive and keep it somewhere safe in case it's needed. Here's the tip on how to copy the file: http://sailsinc.org/Tips/JWFtipCopyProperties.pdf

Off-line circ - yes, you can use this if you lose Internet service. Just let SAILS know, if possible.

Overdrive discussion - Lots of talk about the Download station and how well it's been working at Swansea. Many people come in to download the books they've already checked out to their account at home. They just don't' feel comfortable downloading software on their home computers, so go to the library to get the checked out book put on their player.
Also talked about the limits of circulations for Harper Collins titles and how the models for ebooks are changing and it's important for SAILS to be on top of the changes, so we can pass it along to our members. Suggested looking at the sites created by SAILS for support and new about digital books:
eBooks4libs (https://sites.google.com/site/ebooks4libs/) - This site is for librarians and patrons who use the Overdrive downloadable books service and need answers to common support issues.
eBooks in Libraries (http://ebooks4libs.wordpress.com/) - site is for librarians to share ideas for use eBook readers in the library.

Libraries are welcomed and encouraged to have SAILS come out and do Overdrive training for the staff.

F-Keys (function) - everyone who uses the F-key shortcuts in Workflows loves them, and those who didn't know about them want to, so here's the tip sheet on these. SAILS will also work on making the F-key to use with a particular wizard display on the name of the wizard in Workflows. Until then, here is a list of the available keys for circulation:
http://sailsinc.org/tips/fkeyscirculation.pdf