

Meeting Agenda: September 9, 2025, 9:30-11:00 AM

Member intros and new member welcome

Welcome, Ryan Kominski! Ryan is the new Head of Circulation at Peekskill.

Sally Scudo filled in for Marge Perlin from Chappaqua - thanks for coming, Sally!

Topics/Updates/Demos

- **Message Bee:** Lindsay reported that the “Send Test Text Message” feature is not working at the moment. They are working to fix it. Otherwise texting seems to be working well.
- **Patron Search Bug:** <https://bugs.launchpad.net/evergreen/+bug/2121177>
 - This bug is affecting the Patron Search, in that for many people - the patron search results keep coming up blank.
 - This is **not** a cache issue.
 - First, make sure the Home Library field is set to WEST. If there are still no results:
 - In Evergreen, Click Administration, then Workstation, then Stored Preferences. Look for something that says “**eg.circ.patron.search.ou**” This could be under “In-Browser Prefs” or “Server Workstation Prefs.” Once you find it, click the red “X” next to it. It might look like you can’t click it but you can. Click “ok/continue” and then refresh your browser. Then try your patron search again. This should take care of the problem.
 - You may need to do this on every computer you use. A few staff people reported having to do it more than once because they switched computers.

- **Queue Position Bug:** <https://bugs.launchpad.net/evergreen/+bug/1954937>

- All holds on patrons' records still show them as being Number 1 on the staff side of Evergreen ONLY. This bug affects the display in the patrons record from the holds tab. All queue positions display as #1 in the Holds tab from the patron's profile. To get a better idea - click on the title of the hold to go into the title record > View Holds > Add the Queue position column, and you will have a much better idea.
- The OPAC displays the correct queue position on the patron's account.
- However! This bug is also affecting the View Hold stab in that for titles with more than 100+ holds, you can only view the first 100. (Lindsay is also working on getting an update for this bug.)

- **60-day Overdue Notice:**

- This seems to be running however, they are not being posted to where they are accessible to libraries. Lindsay has a ticket in with Equinox to find out what's going on. This affects LKR notices as well.
- You can copy the barcodes from the Lost Notices into a text file, and then upload it into Item Status and then print the list from the ACtions menu - which makes it much easier / more efficient to check the shelves instead of carrying around the stack of Lost Notice letters.

- **Ossining lockers:** Ossining Lockers are now available as a hold-pickup location! The transit slip code is OLKR.

Reminders

- **Check-in Screen:** When checking items in - *please* – check your screens! There's been an uptick in complaints about patrons getting notified about holds being ready for pickup, only to find that the books were actually put in the bins to go to WLS instead of on the holds-shelf / or patrons getting charged for lost books because items weren't properly scanned at

check-in. Sometimes we zone out when scanning a lot of materials in, or we hear the scanner beeping, only to find out that it wasn't actually catching the full barcode. Regardless, we need to pay attention to what we're doing!

- Make sure you have the "Route-to" column in your CheckIn screen.
- One Head of Circ. shared with Allison that they have started making their staff "check each other's work" by re-scanning the items to ensure that they ended up where they are supposed to be.
- Another suggestion is turn on the workstation alert sounds (Administration > Workstation). The sounds are jarring when something isn't scanned correctly, or Evergreen doesn't like what you're doing.
- **November meeting:** Our next meeting will be on Tuesday, November 18. (Our regularly scheduled time fell on Veteran's Day.)

Discussion/Q&A

- **Bringing back In-person committee meetings:** After some tech. issues arising (the OWWL camera that allows for the in-person meeting members to show up and be heard on Teams wasn't connecting), Allison Pryor asked the committee how they would feel about returning to fully in-person meetings in the future. The consensus was largely that everyone preferred the hybrid model as it allowed for higher attendance. Many people don't have the time in their schedules to attend in person, and having the virtual options allows for more participation and higher attendance.
 - A question of moving the meetings to a different day of the week was brought up, because Tuesday mornings are typically the busiest morning at the libraries. Allison will send out a poll to gauge if a different time or day would accommodate more people.
- **Accepting replacement items list:** Cindy from Port Chester asked for a

reminder on where to locate the list of libraries that will accept replacement copies for lost items. This can be found in the (IT Wiki > Services > Circulation > Circulation Contacts) [Circulation Contacts](#) spreadsheet, in the “Other info” tab, as well as [here](#), in the Item and Statuses page (Under Lost Items) from the Circulation Policies page. (IT Wiki > Services > Circulation > Policies)

- When accepting replacement copies for an item, it's important to first check that the owning library accepts replacements. Not all libraries do.
- If the information for your library needs updating - please let Allison Pryor know!
- **Circulation Contacts and Committee Member information:** Sindy from Port Chester also mentioned that the information for the Circulation contacts needed to be updated for a few locations. Allison updated the Contact list and Committee Member spreadsheet. She will be reaching out to verify the information as needed.
 - The Circulation Committee Membership List can be viewed [here](#). (contains library and member name(s))
 - The Circulation Contacts spreadsheet can be viewed [here](#). (contains library information **and** contact information)
- **Faulty Item Barcodes:** This has been an ongoing issue with item barcodes fading. Please cover barcodes with some kind of protective covering to protect the barcode and prevent it from peeling off.
 - MTK started placing barcodes back inside their items to protect the barcodes and help them last longer as the quality of the barcodes seems to be decreasing.

Q&A

- **Question submitted:** Updating new cards with pre-existing large fines.
(Patron has an existing library card and has moved from Library A to Library

B's territory. In this scenario, the patron is over the fine threshold at \$100.00. Do you normally update the card to the new library where they live and pay their taxes, or do you expect the patron to resolve the lost book issue before issuing them a new card? Either way, the patron cannot use their card until the lost item(s) have been resolved, but what I'm looking for is whether or not you would change the card over in the meantime.)

- **Answer:** A few libraries initially shared that they wouldn't update the cards, and would encourage them to handle their fines first. Others chimed in that it's better to update the card, so at least the patron's information (Contact info. And mailing/physical address) are up to date so that we can still get in touch with the patron/track them down. Best practice is to update the card with a new address, home library, library card number, and verify the contact information - BUT ALSO explain that the fines need to be resolved either by returning the items/paying for them before they can use their updated card at the library.
- **Question submitted:** We are a fine-free library, and a patron came in to pay for a fine that was (obviously) from another library. We did not feel like we should collect the fine, so we asked them to pay it directly to the library they checked out at that charged them. Is this best practice?
 - **Answer:** The consensus was that fine free libraries will direct patrons to pay their late fees online, or visit the library that the late fees are owed to.
- **Question submitted:** How are libraries handling institutional cards?
 - **Answer:** For instances where schools or organizations ask for cards, many libraries shared that they will create the card, but assign the CURTESY profile, and adjust the expiration date if needed. The recommendation is that someone at the library is keeping track of these cards and paying attention that they aren't being "taken advantage of."
 - The COURTESY Profile has a 25 item hold limit, no bill threshold, 75 item

checkout limit, and 3 year expiration date. Very few card profiles have limits on them so it's best to check which fits your library's needs. It is recommended that there is staff intervention when placing holds with these cards. For example: OSS will only allow OSS items to be placed on hold on these cards.

- The Patron profile chart can be found on the [Patrons Page](#) in the Circulation Policies portion of the IT Wiki. (Services > Circulation > Policies > Patrons.)

Announcements – Renovations, Staff Changes, Closures, etc. that will impact services between libraries?

- Robin Lefteri, the Port Chester-Rye brook director, is retiring. We wish her many congratulations on her next chapter!
- Briarcliff Renovations: On September 13, BRI moved to their temporary location at: 555 Pleasantville Rd.
 - Patrons will not be able to select BRI as a hold pickup location until October 1. Book drops at the BRI library will remain open and will be checked regularly.
- The Ossining bond vote passed on 9/16 for needed renovations to their building! Congratulations!
- Marie Trepasso will be leaving her role at the Ossining Library, and will be starting a new position at the Mount Pleasant Valhalla Branch. Allison Robbins will be the new Circulation contact for OSS. Congratulations and best of luck in your new role, Marie! And of course, Welcome, Allison!
- Yonkers has passed the budget to begin looking for a space for a fourth branch. Congratulations!
- Our next meeting will be on Tuesday, November 18.