

Meeting Agenda: November 18, 2025, 9:30-11:00 AM
Member intros and new member welcome

Topics/Updates/Demos

ILL updates: The patron facing ILL Services webpage (<https://www.westchesterlibraries.org/ill-services/>) is in the process of being updated, but the changes are not yet published, and Lindsay will send the updates to the Circ Committee once they are finalized.

- Lindsay has reached out to Molly Tobin about implementing the \$300 default replacement price for ILL items starting tomorrow 11/19/25. (Lindsay will run some reports to see how many current ILL items there are to work on updating those records retroactively.) **Patrons ARE NOT expected to pay the \$300.00!** This price is merely to get their attention, and have a conversation with their library to get the fine appropriately taken care of, as many patrons have been paying the default lost fee of \$30, when the actual price of the book can differ from that.
- ILL late fees are set to \$2.00 a day. Fine Free Libraries may make the decision to forgive those.
- If any staff would like to join the ILL Listserv please send a help desk ticket.

Evergreen Circ best practices when the ILS is down: Best Practice and current recommendation is to scan the patron and item barcodes into the notepad app, or a shared google doc/spreadsheet that everyone at the Circ. Desk has access to.

- Most libraries shared that they also require the patron to have their library card with them.
- Some libraries limit checkout to 3 to 5 items per patron
- There was talk of a program that was in use years ago that would convert numbers to scannable barcodes. Andrew Fraber had created a Perl script to do this when he was at Greenburgh. A point to note is that this procedure would then require staff to print these out and scan them. Some barcode scanners are finicky and may not work well with this method plus, it uses paper. Copying and pasting from a text file, bypasses all of that.
 - Update! Andrew has shared the file with Allison, but he noted that due to Gmail security - any library interested in adopting this method will need to download Perl in order to run it. Please reach out to Allison Pryor if you are interested in this method.
- Evergreen has its own offline mode but Lindsay shared that it isn't great and can cause more trouble than it's worth.

- Update! Lindsay looked on Launchpad and discovered that a separate offline module has been confirmed as a wish-list item, but there is no news yet of when development/implementation will happen.

Queue Position Bug: There is a fix scheduled for the Hold Queue bug that incorrectly displays the patron as being #1 in the queue from their profile in the Evergreen staff client, for Spring when we upgrade to Version 3.16. The problem with the queue position ended up being a substantial re-write and Equinox could not backport the fix into our current version, so we have to wait until our next big upgrade.

- In order to see a patron's actual queue position, go to the title record and then view the holds from the View Holds Tab. Setting the Pickup Library to WEST will display all holds on that title. Be sure to have the patron's last name or User Display Name on your display so you can easily find the patron you're looking for.
***Please note: in the OPAC, the patron's position displays correctly.**

Book Vendor List – Amazon:

- View and share the [Book Vendor Spreadsheet](#)
- The Suffolk Cooperative Library System has worked closely with the Amazon Business Books for Libraries to improve the MARC records for items that are available to libraries. If you would like to learn more about the progress that has been made, register for this upcoming webinar:
 - [Register Here!](#) Webinar 201: Intro to MARC & Future Updates **Monday, November 24th at 1:00 PM EST**

Reminders

Closed Dates Editor: With the end of the year approaching, please take a look at your Closed Dates Editor in Evergreen and Holiday closures in Aspen. The Closed Dates Editor ensures that holds do not expire and that materials are not due on a day your library is closed. Please submit a help desk ticket if you need help getting those in place.

Online SmartPay link update: The online SmartPay payment portal URL has been updated and shared with the directors. If you have this linked to your website, please make sure to update with the new URL:

<https://spov2.comprisesmartpay.com/?ID=WestchesterNYSP>

- The “Donation” button in the SmartPay portal does go to WLS, and Allison has requested that the language be updated to “Donate to the Westchester Library System,” to avoid any misleadings about where those donations go.

Discussion/Q&A

Book pricing, with the phase out of pennies: Due to the penny being phased out, it is recommended that all libraries start rounding up when inputting the price of materials when linking. Ex: a \$4.99 item would now be \$5.00.

Ethics of using books from other libraries in their displays. It is best practice to not put other libraries' materials on display at your library without asking for permission from the owning library first.

- Most libraries only use their materials for their displays.
- Libraries also have a practice of not putting New Books on their displays.

Damaged Items Etiquette: When Damaged items or items with missing pieces are returned to you - contact the patron and ask them to return the missing pieces - regardless of who owns the item, before sending the materials back to the owning library.

- Please check the condition of items you put into the bins to fill holds. If something is in bad shape, please do not send it to fill a hold. Also please check the condition of items when they are returned and when they are checked out at your library. There seems to be an uptick in items being damaged recently.
- If 30 days pass and the situation is not rectified, **THEN** the item can be sent to the owning library along with a note explaining the situation and the attempts made to contact the patron.
- It is strongly recommended that there be communication between the libraries while the situation is being resolved!
- If an item does not belong to your library, please do not make notes on the last page regarding the condition of the book. A post-it note or a slip of paper in the book works better to note damage.
 - There was a compliment about a library having a special sticker they add to items with damage, to indicate what's wrong with the item. Dianna Solano from the Croton Free Library created these with her director, Jesse Bourdon!
- If an item has been checked in and then set to "damaged" a pop up screen will display where you have the option to bill the previous patron. Putting notes on patrons' records regarding billing is helpful so all libraries know what is going on. You can also put an item alert on damaged items.

Renewal Email notifications: Lindsay will work on updating the phrasing in the automatic renewal email to include "Contact your library for more information."

Miscellaneous: The QR code for downloading the mobile app doesn't seem to be working. Please submit a helpdesk ticket if you are finding this to be the case.

Successes

Ossining lockers: Reminder that OSS now has holds lockers! The location is OLKR in Evergreen.

Our next Circulation Committee Meeting will be on Tuesday, January 13, 2026. For those that will not be logging in to the December Tech. Services Interest Meeting - Have a happy, healthy, safe, and warm holiday season and we'll see you in the new year! <3
