

Meeting Minutes from Loans Group 7/28/2020

Attending: Jennie, Wendy, Tammy, Mary, Susan, Kathleen, Sarah, Karson, Counter 2, Courtney, Bridget, Karen, Jill T., Maria, & Jill C.

1. Claims Returned function

There was some discussion about how this works and what threshold should be established for when the staff gets warnings on the patron record that they keep claiming they've returned things. Three was agreed on and all agreed that it was a good function to add. As we would like to see it implemented sooner rather than later, Wendy will ask Lynn to put it out to the board members to vote via email.

2. Holds from the queue not given enough time to be pulled by owning library

Jill T. suggested that after 5 pm and before 10 am, libraries should pull only items that their own libraries own as this will give early closers and late openers the chance to find the items that their library owns before they are moved on to another lender.

When Wendy was asked if there might not be a KOHA solution for this, she said, yes, indeed, she and Bywater are working on this. Local items do have priority in the system now. The solution may be to have the requests rotated to the next library only during open hours, as KOHA does have a "during open or closed" option. Wendy thinks this will work, but Bywater is still making sure, so we'll hold fire till they get back to us.

3. Catamount Tickets

Karen wanted to know when we send tickets to Wendy, how can we keep tabs on the progress? Wendy says that she is the sole contact and once things are corrected/added, she just lets the rest of us know. We can keep a record of what we've submitted by taking a screen shot of the submission but that is the only way as once the screen is gone, it's gone.

4. Holds notices

Some patrons are still not getting their holds notices. Wendy says that they are going out, for the most part. If some people are not getting them, it's something that must be fixed by Bywater in KOHA for specific carriers. To send examples of email addresses that are not working, we need to send in a CLN ticket

(https://docs.google.com/forms/d/165C2JLnR4Au1q_5M_gE5NedijbYnYr3VBTV5ihH4t9Q/viewform?edit_requested=true). If we want to send any

screen shots as examples, we can send them separately via

support@catamountlibraries.org.

5. Clubs feature

Many were not sure what this does or how to do it, so Wendy explained it and we were given a link to help with that:

<https://bywatersolutions.com/education/new-feature-patron-clubs> (though at least one of us has tried watching the video and is still confused). The basic idea is that if all the patron members of the club are listed in the

group, a single hold request will secure books for each of the members. When Marie tried to play with the feature, she found that she was not a super librarian privy to changing permissions nor was anyone else at her library, so that will have to be enabled for her.

6. Libby problems

Some patrons have been having trouble with their Libby accounts, so there was a suggestion to try this link for support:

<https://help.libbyapp.com/en-us/categories/troubleshooting.htm?TocPath=Home%7CTroubleshooting%7C0>

Next meeting: Sept. 15, 2020 @ 10:00, Virtually Yours

Submitted by Jill Chase