



Catamount Loans Committee

Meeting Minutes

Meeting Date: 6/2/14 (2nd meeting of the Catamount Loans Committee)

Present: Deb, Karen, Jill, Wendy, Jean, Therese, Jill T. and Jeremiah

Recap and Offline Circ

Deb began the meeting with a brief recap of the May meeting. She asked if anyone from the group had problems with the new offline circulation. Wendy shared that Bennington cleans out the cache every evening making the offline circulation function obsolete. Deb suggested that perhaps they could clean the caches on all but one computer so as to access offline circ should the system go down first thing in the morning. There is also the old fashioned method of pencil and paper if all else fails. In the meantime Deb will look into another way around this problem.

Quick Slip Printing:

As part of the next upgrade (3.14) a new function will be available for quick slip printing. Libraries will now be able to print a receipt by simply clicking on the check-out box and hitting enter when the check-out is complete. This will go directly to quick printing without offering other print options. It will save a few clicks for libraries using this function. (Brooks does not print receipts) All libraries in the consortium agreed to this change.

Pre-Due Notices:

It has been reported that the wording on the 1st pre-due notice in the series of billing notices can't be changed at the individual library level due to a bug in the system. While individual libraries have been able to morph other notices to their needs, the first notice is stuck in a "canned" version. Jeremiah noted that if patron clicks digest only it may alter the type of notice they receive. Deb will discuss this bug further with Sheila.

Wendy stated that she would like to see references to renewing by phone removed. She stated whether it is printed in the notice or not many folks will still call; but she would like to see the emphasis be placed on renewing by KOHA or email. Jill T. suggested that information on HOW to renew by KOHA be put in the letter (such as using library card # and PIN #.) Wendy said she would like to work on some model notices and share them with the group.

Print Type:

Deb made changes to the print type and font on receipts at RFL. She had to go to Firefox to change the percentage. This change however affects the holds queue making the font too large, and skewing margins making an unreadable copy if printed via Firefox. She noted that she went through Google

Chrome to create a readable holds queue list, and put an icon on the desk tops at circ. Deb will share the how to's of changing fonts for printers, and the fix for the queue on basecamp.

No Cursor:

It has been noted that the cursor for KOHA is now "invisible". It was noted that it is still there, and if one looks closely he/she can see a faint green border around it.

Issues with Holds: (The following are notes Karen brought to meeting; and answers obtained at meeting)

1. Items in repair:

- a. Items in repair can still be placed on hold. (Patrons are able to do this from home as well.)
- b. When the hold queue prints the word "repair" does not show up on the list; creating a large waste of time as someone will go to search the shelves for the item.
- c. When a key item such as a DVD/CD cleaner is broken, or we do not have a volunteer to clean DVDs/CDs (such is the case at RFL), and item can remain in repair for quite some time. (Example in Karen's hard copy: An item was placed on hold March 29th. It came up on the holds queue daily until April 11th. The solution was to withdraw the item from the catalog until a repair can occur).

Meeting Update: Wendy stated that Bennington still uses a "patron" called "repair shelf" to get around this problem. Deb shared that Sheila had recommended against that option because checking repair items out to a "patron" can skew statistics. Deb said she is now leaning towards the patron model since there is no fix yet through KOHA. *Could KOHA create a fix for this in the future? Refer to Sheila.

2. **Relisting holds:** Reordering the holds list for an item does not work properly. RFL is unable to move a patron up one, two or more slots when there is a long list of holds.. The only thing we are able to do is move an item all the way to #1, or all the way to the bottom.

Meeting Update: This problem exists for all consortium libraries because there is a bug in the system. This issue will be referred to Sheila. No fix at present.

3. Placing holds on TV/DVD series: (this should also be listed as a cataloging discussion issues)

1. RFL catalogs series (such as Dexter: Season 4) as a single item. Brooks/Brat divides their copies (Dexter: Season 4 – Discs 1 and 2 AND Dexter: Season 4: Discs 3 and 4) creating 2 selections for one season. Patrons placing holds from home have often missed this fact; and are frequently disappointed when they get a partial season; especially if 3&4 arrive.

Meeting update: * This issue will be referred to the cataloging committee.**

4. **Difficulty in reading lists of multiple holds for a single item:** (this should also be listed in cataloging discussion issues)
 - a. Goldfinch is a popular book with multiple hold within the consortium.
 - b. In this example (Karen has a hard copy), "Goldfinch" has 27 holds
 - c. Brooks is listed first. Rutland has the second, then Brooks has hold #s 3-7. Bennington has #8, Rutland has #s 9-11, Brooks has #12, Rutland #13, Brooks #14, Rutland #15. Brooks #16, RFL #17, Waterbury #18, and on and on.
 - d. This type of disorganized listing makes it very difficult to see how many people are waiting on our list. We must feather through all the other libraries who have holds on the same item, but with a different bar code. Question: Can this be revamped to make it easier for an individual library to see their own listings? This could get out of hand with additional libraries coming on.

Meeting Update: Currently this is a problem when logging on as circ. However, when logged on as admin one can see his/her individual library without having to sift through a long list.

5. **Patron Check-out screen states hold is available, only to find out it is not here:** At times a patron will come up to check out a book and the check-out screen states there is an available hold. Circ desk worker will go to holds shelf looking for the item, and find it's not there. Circ desk work next goes to holds to call pile and item is not there. Circ desk worker then wonders if the hold accidentally got shelved and "runs upstairs to check"; only to find out it is not there either. It is only upon clicking on the item and checking holds on the item that it is discovered the item is in-transit. Why does that happen when the item has clearly NOT been checked.

Meeting Update: *This issue will be reported to Sheila. There is some thought that it may be a glitch caused by individual libraries not properly checking in or out items before or after transit.

6. **Q: Lindsey asked: When a patron asks to put an item on hold that is not a holding at his/her library and there are 3 bib records how do we choose which one to use?**

A: Pick from the largest library first. Once bib records are consolidated (catalogers working on this); the computer will choose the next available. If there is only one bib record, continue to let KOHA choose which library will lend.

Returns/Transfer slip issue:

RFL has been experiencing the following: Sometimes an item from another consortium library will be returned, and will not print a transfer slip. The circ assistant will take the item, manually check it in, yet

no slip or any indication that it needs to be transferred back to another library will appear. RFL must then go through a five step process to create a proper transfer and slip. After some discussion this appears to be an RFL issue. Deb will discuss this further with Sheila to find out why.

Issue with giving patron new card#s:

Since the last upgrade: When giving a patron a new card, and editing the # on the screen, we are “kicked out” to the patron’s main screen. This happens twice since the patron # is entered twice.
Answer: Sheila says this is a bug and the system and she is working on it.

Next Meeting: Tentative- July 8 (Tuesday) 2pm