|  |  |
| --- | --- |
| **Keene Public Library:** | Is there a way to turn the sound down? I've turned the sound off on my computer but that hasn't made any difference. |
| **cengel:** | My sound is fine. |
| **Vanessa Walden:** | Go into Zoom audio settings. You can set the volume level from there. |
| **Jim Campbell:** | for sound probably on web & client concurrently |
| **Keene Public Library:** | I don't see a sound button in the Zoom meeting |
| **Vanessa Walden:** | I always have to set it from there as the volume in the Zoom settings as the computer  volume level never works for me |
| **Vanessa Walden:** | Click the carrot/up arrow next to the mut button |
| **Keene Public Library:** | Found it. All set |
| **Rhonda:** | Great! |
| **Jennifer Faist | ArtCenter Library (she/her):** | People who have raised hands should pop to the top of the participants list. |
| **Jeff Campbell:** | Where are the Redvines? |
| **Joe Bono:** | I hear you freddy |
| **Jeff Campbell:** | hahaha. |
| **cengel:** | No! Where are the See's candies? |
| **Jeff Campbell:** | See's candies too and the dove bars from Quipu's booth. |
| **ahunek:** | Did you dance on your dance floor too? |
| **aly:** | show of hands how many of us have our cameras off 'cuz we're still in pjs :) |
| **Jeff Campbell (He/Him):** | Not me, Aly. :) |
| **Jill Minor:** | Me Aly |
| **Will Hilbert:** | My camera’s off because I’m eating Easter candy. Don’t want anyone to be jealous. |
| **bethpaul:** | only half of me is in pj’s |
| **Arianna Schlegel (she/they):** | Haha Will that’s more my stule |
| **Arianna Schlegel (she/they):** | style\* |
| **Alan McCarthy-Behler:** | Been wearing shorts for a year. |
| **Rhonda:** | Cadbury eggs? |
| **Kathleen Monti:** | What about them Rhonda? |
| **Will Hilbert:** | Reese’s peanut butter eggs! |
| **Traci:** | Eggs are a good breakfast/lunch food! S'all good!! |
| **Rhonda:** | Wondering what type of Easter candy was being eaten? |
| **Kevin Reiner:** | How can we format circulation notices such as checkout notices. |
| **Jim Campbell:** | lots of on the fly stuff for LR & temp changes for covid hopefully everything documented if ever all returns to normal. I know I forget yesterdays fire with today's issues and worse with time. |
| **Christine Schwartz:** | Can you add a patron name to the item paging list, the default list? Or do I need to create a print template? |
| **tech-04:** | No fines help with getting books returned. |
| **Michelle Watkins:** | We do use the claims return function in some cases |
| **Michelle Watkins:** | With quarantining materials the check in times get delayed so you can’t track lost materials as easily |
| **Marla Lobley (she/her/hers):** | Question: If we change the status of an item to "On Search" and then it is found, the status goes back to the default instead of the original status. Is there a workaround for this? |
| **aly:** | @kristi we've reached out to the libraries where the book or item belongs and have a conversation on what they'd preferred. Most we've interacted with say to just forgive the fine and mark as returned, sort of a good faith showing for the pandemic |
| **Denise DeRosa:** | Hi I'm interested in learning what the INN Reach items is?? |
| **U128238:** | Interlibrary Loan |
| **Sam:** | Our library is getting a remote locker and wonder if other libraries have a different expired holdshelf cycle for the lockers than the other physical branch locations? We would like to achieve a faster turnaround time and wonder what your settings might be if you do have a different holds expiration cycle. Any advice or gotchas? |
| **Jill Minor:** | I tried to create custom notices once using Jaspersoft. Bob Gaydos (hi Bob) tried to help.  I gave up after a few weeks. |
| **Kevin Hawley:** | Sam, we'd love to do the same thing with our lockers, and have had NO success having different hold exp dates for locker items vs regular holds. |
| **IUG Steering Committee:** | Yes, we went fines free on Nov. 1, 2020 |
| **Jill Minor:** | We went fines free in March |
| **Leigh Duncan:** | We went fines free last summer |
| **Becky Bowers:** | @christine Schwartz: you would need a print template to add that. We created one and then sorted it by customer so we could pull all the holds per patron. I’d be happy to send our template if it’s helpful |
| **Mayra Ortiz:** | Would it be appropriate to talk about eCommerce module? If so, We have problems with patrons being able to pay their fees more than once; up to 8 times via PayFlow. We added a disclosure to the popup to wait a few minutes, but some patrons are impatient and I think they refresh the screen. Has anyone found a solution? we get billed for each refund. I have a ticket open, but not solution. |
| **Rachel:** | We went fine free in December 2020 |
| **Vanessa Walden:** | Have several libraries that have been fines free for years |
| **ieti faletogo:** | I'm in Andrews University in Michigan. We have been waiving all overdue fines. |
| **annette woods:** | Stark Library in Ohio just set up lockers & set up expired holds procedures. I'm happy to email anyone a copy. |
| **Pam Childers:** | WE dropped fines as it was just too hard to keep them up. We are going to continue it. |
| **Yvette:** | We've been fines free for a few months. We still charge for replacements though. |
| **Jose Cruz:** | Sarasota county Florida has been fines free since the fall of 2019. |
| **Karen Toonen:** | Naperville Public Library (IL) is going eliminating fines |
| **Vanessa Walden:** | I have a follow up question |
| **Bob Gaydos:** | Sam, contact me (bgaydos@starklibrary.org) about your lockers situation. |
| **Michelle Petersen:** | We have been fine free during the pandemic. I am putting together the case to continue on permanently. |
| **IUG Steering Committee:** | We do charge for replacement fees. |
| **Kelly Kobiela:** | I know of a public library that had some pushback from fine free, so they went with fine free to children, which worked well |
| **Mary - London Public LIbrary:** | London Public Library (Ontario, Canada) went officially fines free in November of this year. We do charge for replacements. We worked to do a lot of database clean-up beforehand |
| **dspychala:** | we went fine free about 2 years ago and it hasn't affected our bottom line financially.  We are a public library with 21 branches. |
| **Eileen Chandler:** | Many of our CLAMS libraries are now fine free however libraries charge for lost items. Fines free is not bill free with us if someone loses an item. |
| **Jill Minor:** | There's a great on-demand presentation on making the case for fines free available |
|  |  |
| **Sheryl VanderWagen:** | I am ILS Manager for a shared public library system, we have several libraries that are fines free and we are currently on a systemwide fines suspension which ends on 8/31/2021 |
| **Rose Kowalski:** | We ended up going fines free and used an auto-renewal service to help patrons manage their items. We ended up needing to get patron and staff buy-in but once it started we got quite an influx of returns! (https://www.library.pima.gov/finefree/) |
| **aly:** | (small college library) during the pandemic we've been fine free. contemplating go fine free further on but still keeping fines for hourly materials that we provided pre-covid,  when we can again |
| **Sheryl VanderWagen:** | I have 5 libraries in my queue for fines free set up |
| **Beth Sheets:** | We are fine free in Michigan. After 3 weeks overdue the patrons account is blocked, in another 3 they get charged the replacement cost. We also have 2 auto renewals. |
| **ahunek:** | We have gone fines free - new loan rules set-up but pretty easy to set up. We have found patrons do keep items out longer though since we are fines free. We do send Billed items to Unique management. |
| **Richard Carlos:** | @becky bowsers would be interested in getting that template. |
| **Jose Cruz:** | https://www.scgov.net/government/libraries/services-and-policies/fines-free |
| **Mary - London Public LIbrary:** | We also shortened the time period before items moved to billed. It used to be 42 days and now it is 28. |
| **Will Hilbert:** | @Mary - London That’s a good idea. |
| **Kevin:** | Anyone have experience mass purging patron fines? |
| **Elizabeth:** | For those that dropped fines - did you redo your overdue notices (and the notice schedule)? |
| **Jill Minor:** | I do in Sierra! |
| **lakshmi ramesh:** | A quick question .. people are trying to get in the forum, but not able to . Will they be allowed in ? |
| **Tracy Babiasz:** | We used this opportunity to slide from a temporary waiving of fines to a permanent structure of 0 fines in the loan rules. To compensate, we've changed to requiring any items reaching lost status to be dealt with (in one way or another) before checking out again. |
| **Rose Kowalski:** | Re-doing the overdue notices has been our biggest struggle in all honesty. |
| **Heather Parker:** | We have been unofficially fine free for year now. |
| **Jill Minor:** | You use the Globally Purge Fines in Sierra to get rid of all fines |
| **Alan McCarthy-Behler:** | Working with the notices has always been a pain, to be honest. |
| **ieti faletogo:** | @Kevin...I've been using, in Sierra, the globally purge charge function for batch waiving of fines. |
| **Amy Moberly:** | print templates are so difficult ... |
| **Heather Parker:** | I run the same process that I would to send the fines to student account and just delete the fines instead of sending them! :) |
| **Laura Lazaraton:** | @Kevin...yes, I've done mass purging several times |
| **Tracy Babiasz:** | I'm happy to share circ notices that speak to borrowing privileges eventually being suspended. We use each one to warn that if the item is not returned or paid for, borrowing privileges will be stopped. Also happy to talk offline with anyone--find me at  Chapel Hill Public Library in NC |
| **IUG Steering Committee:** | Print Template will be the way to go |
| **alisia.revitt@maine.edu:** | There is an attendance limit of 300 on this zoom it looks like, so if anybody leaves, there's a space for someone to come in, but otherwise we're full. It is being recorded, so people can catch up via that if they can't get in. |
| **Pam Childers:** | WE use print templates for both notices and paging lists. |
| **Jill Minor:** | @Pam my staff would love that |
| **Kevin:** | Thanks everyone, it's so hard to respond to individuals so if anyone would consider a brief teams meeting with me after conference my email is kmorgan@midpointelibrary.org |
| **Kevin:** | re: mass purging fines |
| **Kevin:** | thanks! |
| **Traci:** | We use a lot of print templates as well. And are working on email due slips as well. |
| **IUG Steering Committee:** | Regarding Fines Free, I recommend pulling information from the Circ. Trans table (SQL) prior to go fines free so you can compare 6-12 later after going live. |
| **Shannon Nagle:** | Question about item quarantine: How long do you quarantine returned items? We are doing 8 days but want to shorten the time period. |
| **IUG Steering Committee:** | We found this extremely useful in providing actual data before/after |
| **Tamara Jackson:** | Hi Denise, this is Tammy. INN-Reach is a resource sharing tool from Innovative Interfaces Inc. that integrates multiple libraries through their local ILS, allowing them to have a shared catalog, patron initiated requesting, and cost effective fulfillment of requests. Just learned that myself. Lol! |
| **Julia Marden:** | @iug steering, that's a great tip, thanks! |
| **Tracy Babiasz:** | I'll add that when we officially went fine free, we purged existing overdue fines, but did not remove charges for lost items. |
| **Jill Minor:** | According to a on demand video I just watched you can run a Create Lists of Patrons by Charge Type to see what you are dealing with: patron fines, patron bills or both |
| **Jim Campbell:** | InnREach - Consortium |
| **Pam Childers:** | We are quarantining for 4 days. The return carts are rotated. We don't quarantine reference books, but we have signs up letting the users know that those aren't quarantined. |
| **Alan McCarthy-Behler:** | Quarantine is 3-4 days in a few places here. |
| **aly:** | (California) we've moved to 24 hr quarantine |
| **Brandon L Walker:** | How are folks tracking their changes to notices, loan terms, and fine changes? Are you just keeping a collection of documents, a spreadsheet? |
| **Kelly Kobiela:** | we're still on 7 day quarantine |
| **Will Hilbert:** | We’re quarantining for 5 days, but we’re looking to reduce it right now. New research published in Lancet advises a 24 hour quarantine now, if I’m not mistaken. |
| **Kristina Johnston:** | Illinois 24 hour quarantine. |
| **Mary - London Public LIbrary:** | (Ontario) - we quarantine for 72 hours |
| **Sloan:** | We're also doing 24 hours now |
| **Renee Brumett:** | we're no longer quarantining |
| **Kevin:** | It was easy to do the create list to isolate patrons by fines, didn't know where to take it from there |
| **Lindsey Bray:** | We just reduced ours to 72 hours |
| **Sloan:** | We just reduced it |
| **aly:** | @brandon, we've kept documentation through a shared formatted doc in google- kind of old school but it works |
| **Karen Toonen:** | Illinois -- now 24 hours. |
| **Jennifer Schmidt:** | Is anyone is currently on Sierra 5.2 can you relay how CIRCULATION functionality is? |
| **Pam Childers:** | Yes, I saw that Lancet article. |
| **Jill Minor:** | @Kevin are you in Sierra or Polaris? |
| **Kristi Lobrano:** | I just have mentioned what INN Reach is when I asked my question. Sorry! |
| **Sloan:** | No issues with 5.2 so far |
| **Joy W. - MVPL:** | Setting up auto-renewals aided with being fine free because it reduced the number of overdue items, therefore reducing the amount of revenue gained. We bill items after 2 weeks. |
| **IUG Steering Committee:** | There is a great presentation from last year on Fines Free: https://www.innovativeusers.org/forum/getting-started/14123-g04-the-system-librarian%E2%80%99s-guide-to-going-fine-free |
| **ieti faletogo:** | We collect books during the week without check-in. Then we quarantine over the weekend and checkin the following Monday. |
| **Gary:** | Quarantining 24 hours now (Ontario). |
| **aly:** | There is also a fine free session at 1pm at this conference :) |
| **Kevin:** | If anyone is interested in sending out enhanced email notices our library has done Unique, MessageBee and print templates. I feel we know our way around it in depth. |
| **halloran:** | We have a shorter period of 3 days. |
| **Jennifer Schmidt:** | Our library system went from quarantining four days (at most branches) to now doing 24 to 48 hours (at branches) |
| **Tracy Babiasz:** | Oh Lordy! Lockers with different configuration is tricky! We have managed to set ours up for fewer loan shelf days. We had to have Innovative turn on something that forced it to look at a different loan rule for lockers materials when getting the hold period. Happy to talk more--contact me at Chapel Hill Public Library. SIP 2 connection from lockers is big part of problem. |
| **Sheryl VanderWagen:** | our libraries have been quarantining for 4 days but just a week ago, we gave them leave to stop that when they are ready. A few have started to do so. We are in West Michigan in the Grand Rapids area |
| **Jill Minor:** | @aly yes the video was VERY informative on fines free (it's available already) |
| **IUG Steering Committee:** | @Loonie The session titled "Fine-Freedom: Making the Case and Making the Change" is scheduled for this afternoon as well. |
| **Alan McCarthy-Behler:** | Anyone have a link to the lancet article about the 24hr quarantine period? |
| **Lynaire Hartsell:** | @Shannon Nagle Our quarantine is 3 days. |
| **Mayra Ortiz:** | thank you! |
| **Will Hilbert:** | https://www.thelancet.com/journals/laninf/article/PIIS1473‐3099(20)30561‐2/fulltext. |
| **Alan McCarthy-Behler:** | Thank you, Will! |
| **Lisa Motschke:** | ULC has great resources for making the case for Fines Free |
| **Will Hilbert:** | This is the article, but not the direct link: TheLancetInfectiousDiseases20.8(2020)byGoldman,Emanuel."ExaggeratedRiskofTransmissionofCOVID‐19byFomites" |
| **Laurie Shedrick:** | https://endlibraryfines.info/fine-free-library-map/ |
| **ahunek:** | Yes, we gathered a Create list of patrons criteria set by from Admin. Globally Purge |
| **Heather Parker:** | You have to upgrade the subscription for Zoom to up the participants. |
| **Cindy Barrilleaux:** | I will exit so a circ person can get in. Have a good day! |
| **Sloan:** | Yes |
| **Sloan:** | A bit of a mess |
| **Lindsey Bray:** | Many, many Google Docs |
| **Keene Public Library:** | I started a spreadsheet of changes last March AND included information on how to undo the changes! |
| **Renee Brumett:** | yep, google sheets |
| **Sheryl VanderWagen:** | yes, I have a folder full of stuff. |
| **Wendy Zhang:** | We also have a folder for this. |
| **Kelly Kobiela:** | We did some screenshots of loan rules before making the changes, but that is not an ideal solution by any means |
| **Arianna Schlegel (she/they):** | I think this is a direct link to the Lancet article: https://www.thelancet.com/journals/laninf/article/PIIS1473-3099(20)30561-2/fulltext |
| **Jill Minor:** | We documented absolutely nothing. We proposed getting rid of and forgiving 100% of fines to the library board, they agreed and we deleted them all. |
| **Tracy Babiasz:** | Does the function recently added (5.1?) to be able to export loan rules into a spreadsheet help? |
| **Arianna Schlegel (she/they):** | (Sorry, just saw it was also posted above.) |
| **Will Hilbert:** | Yes, that’s the link I couldn’t find. Thanks Arianna |
| **Traci:** | We did the same thing at FVRL on a shared document accessible by our Sierra Team members. Kept track of when we made changes to accommodate the closures and then to document when we reverted back again. |
| **Tracy Babiasz:** | We've not kept old version of notices, only continue to modify as needed. |
| **Jill Minor:** | Our old notices were ugly and threatening and we would prefer to forget them. |
| **Kevin:** | same as Tracy |
| **Traci:** | I've kept EVERY Jaspersoft template of EVERY notice I created/edited during this past year. |
| **Sheryl VanderWagen:** | same as brandon, our notices had some pretty ugly original wording, we aren |
| **Kevin:** | We had to modify our notice verbiage a few times also added an additional notice |
| **Sheryl VanderWagen:** | aren't going back to the original |
| **Jill Minor:** | We had special DVD notices saying "you are accruing fines at $1 a day" |
| **Jill Minor:** | Hair-raising scary notices |
| **Richard Carlos:** | Speaking of templates, we're moving to Sierra 5.2 soon and will being implementing email print templates soon - if anyone has template example they'd be willing to share, I'd be grateful. |
| **Traci:** | Our wording was ugly and has been refreshed, but we keep the legacy version for programing retention. |
| **Katherine B - Pima County Public Library:** | @Traci Same here. I don't anticipate needing them, but good programming practice has taught me it's important to keep a trail and then delete later if truly not needed. |
| **Jennifer Schmidt:** | We have a folder and do a lot of screenshots. This is especially the case for the HOLD PICKUP LOCATION Table in Circ Parameters over time. |
| **Joe Bono:** | Woo Hoo! |
| **lakshmi ramesh:** | Cool! |
| **Jen:** | Thank you! |
| **Jenn Del Cegno- Minuteman:** | we manage the ILS for a network of public libraries. We gave up on micro-tracking all changes. We keep a shared doc / announcement of network settings and changes, but expect libraries to keep tabs and be responsible for their details (notices, closed dates, etc) We gave them forms to request updates |
| **Susan Johns-Smith:** | Don't think much has changed ;-) |
| **Kristina Johnston:** | We have 2 sets of loan rules. With fines and without. We can switch back and forth as needed based on ptype and itype. |
| **Traci:** | No circ issues at FVRL on 5.2 |
| **Rose Kowalski:** | It's been great! More options for holds management in the patron account that make replacing and modifying holds a breeze |
| **Katherine B - Pima County Public Library:** | No complaints with 5.2 here. Just waiting to upgrade to make some fixes in Create Lists |
| **ieti faletogo:** | We are on 5.2 and there does not seem to be much difference from the previous version |
| **Adam Hornsey:** | No Circ issues on 5.2 - currently beta testing 5.3 and same |
| **Traci:** | A couple of Acquisition issues, but not circ. |
| **Chuck Koontz:** | No circ issues on 5.2 @Biola U. |
| **Jill Minor:** | We had huge blowback about SDA not saving passwords in 5.2 |
| **Rose Kowalski:** | There is a 'save chat' option |
| **Thomas Kulovitz:** | There should be an option to save the chat. |
| **Katerli Bounds:** | Note of caution - don't skip straight from 5.0 to 5.2, there's some continuity issues if you skip 5.1 |
| **Jill Minor:** | Staff wanted those saved logins |
| **aly:** | individuals can save the chat by clicking the three dots in the right hand corner |
| **Tamara Jackson:** | Thanks Aly! |
| **Alison Pruntel:** | Yes, exporting into excel helps |
| **Traci:** | We HATED that they were trying to save passwords because our float staff were logging in wrong and messing up our stats! |
| **IUG Steering Committee:** | Yes, it works great!! |
| **Traci:** | We LOVE that the option is gone! |
| **Jeremy Goldstein:** | Yes, we have a tool for browsing the exported loan rules and it makes reading it a lot easier |
| **Tracy Babiasz:** | Not really a question, but a suggestion for recordkeeping of previous versions. |
| **Jill Minor:** | I know @Traci! From my POV saved passwords were a pain! I was excited about that Create Lists AND NOT limiter in 5.2 |
| **Jennifer Faist | ArtCenter Library (she/her):** | For loan rules, instead of changing existing rules, I just added a couple of new loan rules in with longer loan periods and no fines and then added them to the bottom of the Loan Rule Determiner table with most locations, patrons and item types, so checkouts now get caught by those couple of rules. We’ve also been batch extending due dates. |
| **Jen:** | I don't have that button... |
| **Jen:** | Or three dots.. |
| **Jill Ellern:** | has anyone worked on a Sierra to Banner internal programming? |
| **ieti faletogo:** | How did you extend the due dates in batches? |
| **aly:** | its right by where you type your message @Jen |
| **Thomas Kulovitz:** | It's in the participants option for me. |
| **Kevin Reiner:** | I suggest the host save the chat at the end and make it available with the recording |
| **Vanessa Walden:** | the only hand icons I have are clapping and thumbs up |
| **Wendy Zhang:** | It's on at the bottom right corner next to the File icon... |
| **Jen:** | I dont have any of the buttons (like raise hand) either... |
| **Julie Cole:** | Would be great if someone could save the chat who has been in the forum since the beginning as people who have just joined will only see recent chats. |
| **Katherine B - Pima County Public Library:** | @Leti it is a option in rapid update |
| **Traci:** | Very bottom of chat list on lower right beside the word 'file' |
| **Shannon Nagle:** | To raise hand: click on "Participants" and at the bottom right of the resulting participant list click "Raise Hand". I had to Google it. |
| **Mary Baker:** | What is sticky status? |
| **ieti faletogo:** | ahhh….thank you! |
| **Traci:** | Button options will be different depending on your device. |
| **michaelm:** | https://documentation.iii.com/sierrahelp/Default.htm#sgcir/sgcir\_chkin\_stickysts.html |
| **Kevin:** | rapid update > options > update due date |
| **Jennifer Schmidt:** | Once sticky status is set up can you batch update a set of items to have that sticky status field? |
| **Richard Carlos:** | Also to raise hand you can click Reactions > and there should be the option there |
| **Heather Parker:** | What the status should be when it is checked in. |
| **Katherine B - Pima County Public Library:** | @leti you might need to go into the tool bar and select it from the drop down. It's kind of hidden |
| **Kevin Hawley:** | We're on Sierra 5.1. I just read in chat that Sierra 5.2 adds functionality to modifying holds in patron accounts. Can anyone explain? |
| **Jen:** | Found raise hand....but still see no options for saving chat in bottom right corner....I see three dots for More... |
| **Jill Minor:** | I have never heard of Sticky Status and I can't wait to research it in the manual |
| **Kevin:** | If you batch update I would carefully define your list because we ran into trouble catching stuff that was set to billed but not lost status |
| **Becky Bowers:** | To batch update due dates, you can go to Rapid update, go to tools, rapid update options and then update due date |
| **Jen:** | But saving chat not an option |
| **Kevin:** | it ran them through a second round of overdues |
| **ieti faletogo:** | Thank you Katherine! |
| **Dinos Andreou:** | Does anyone uses Patron Point software for managing their Notifications to patrons? What kind of difficulties have you encounter? Patron Point is a paid software that communicates with Sierra through API and you can create your enhanced email notifications (any kind you want) with much more ease compared to Sierra Print Templates. |
| **Jill Minor:** | We've rapid-updated like crazy for a year bumping due dates back. |
| **ieti faletogo:** | Thank you for the heads up Kevin! |
| **Kevin:** | We use Patron Point! |
| **Jennifer Schmidt:** | Yes |
| **Jen:** | I have two options when I click on the three dots: Disable recoding and About |
| **Mike Barrette (Ocean State Libraries):** | We have the same issue as Jenn at Minuteman |
| **Ann Larson:** | We've had the modify hold problem also when we switched to 5.2. Do you know when the fix might be coming? |
| **Kevin:** | We use a combo of Patron Point, Message Bee and auto notices/print templates |
| **Melissa Landis:** | Ditto same issue with inability to modify hold pickup dates for other locations |
| **Jolanda - EVLD:** | Like for display status |
| **Jennifer Schmidt:** | Modify hold problem in 5.2 seems to mostly impact consortia, correct? Maybe wait for 5.3? |
| **Keene Public Library:** | Our garden tools have a sticky status of |
|  |  |
| **Vanessa Walden:** | Consortia with the modify holds problem: can you please describe your workaround? |
| **Barb:** | Did 5.2 have that fix about modifying the hold? We're on 5.2 and we still can't modify holds for items belonging to other locations. Supposedly fixed in 5.3 |
| **Jill Minor:** | Looks like you need Circa and SIP2 for Sticky Status |
| **Keene Public Library:** | We don't have Circa or SIP@ |
| **Keene Public Library:** | SIP2 |
| **Jill Minor:** | Or maybe not--manual isn't clear |
| **Jen:** | Zoom info states only certain users can save a chat: https://support.zoom.us/hc/en-us/articles/115004792763-Saving-in-meeting-chat |
| **Susan Johns-Smith:** | Sticky status useful for special collections or reference material that occasionally check out |
| **Keene Public Library:** | Can't hear her |
| **Jen:** | Wondering if meeting host can save and share later with thos e of us that are not licensed users? |
| **Sheryl VanderWagen:** | we are consortia on 5.2 but have not had issue with modifying holds but we do not scope our logins either so maybe that is the difference |
| **Eileen Chandler:** | What did Laura say? It came through as muffled. |
| **Ruth Souto Minuteman Library Network:** | @Sheryl - |
| **IUG Steering Committee:** | @Eileen -- Fixed on 5.0 |
| **Ruth Souto Minuteman Library Network:** | @Sheryl - yes, the issue is with scoping logins. If you’re not scoped, you don’t have the issue. |
| **Katerli Bounds:** | I don't know about the consortia issue, but in 5.2 you can modify holds direct from the patron record and limit to specific locations, and you can go into cancelled holds and reinstate, including moving back to top of queue or previous place in queue |
| **Barb:** | we have to scope logins by location |
| **Liza Arend - Minuteman Library Network:** | Hot Fix for holds issue: SIERRA-33015: Unable to modify the hold pickup by date for items on the holdshelf if the item pickup location is out of the login scope. |
| **Heather Parker:** | We clear the fines out once they are sent to Student Accounts. If anyone returns a book, we email SA and ask them to remove the fines from the student's account. |
| **Barb:** | you can highlight, copy chat, then paste into doc |
| **Dinos Andreou:** | Thank you! |
| **ahunek:** | Patron Point staff are really easy to work with and usually fix issues within a day or so if not the same day. Fairly easy to set-up, they do the bulk of the set-up. |
| **Jill Minor:** | I don't think any items would be outside the scope in our case |
| **Kevin:** | For patron point you basically just need to give them API access. they have some stock notifications that are easy to modify. it was a bit of a process time-wise rolling out various notice types so in our case we kept certain notice types rolling and slowly phased in PP |
| **Kevin:** | also need to provide a schedule of your loan rules and patron types |
| **Bob Gaydos:** | Does "Scoped Login" refer to assigning a Locations Served value to a Sierra login? |
| **VCarrasquillo:** | VC-FROM BPL we just started using patron point as well for the use of our notices for overdues and bounced emails as well I find it easy to use and less work. |
| **Jen:** | THANK YOU SO VERY VERY MUCH! |
| **Angela:** | I got kicked out of Zoom and lost my chat history, so this is great news, thank you! |
| **ahunek:** | How does one get started on using SQL? |
| **cengel:** | Thank you! Great session! |
| **Kevin:** | Innovative has a course on that. That's what I did |
| **Kevin:** | for SQL |
| **Alan McCarthy-Behler:** | Do the innovative course. |
| **Jeremy Goldstein:** | or come to the how to sql session on Thursday |
| **Richard Carlos:** | https://techdocs.iii.com/ |
| **Barb:** | There's also lots of info in Sierra Web Help about using sql |
| **kallen:** | the upcoming sessions on SQL will be a great starting place |
| **Dan McMahon:** | The IUG sessions were how I got started, it's great to watch someone lay out the basic steps. |
| **IUG Steering Committee:** | Two great programs on Thursday morning |
| **IUG Steering Committee:** | by Jeremy G. |
| **Vanessa Walden:** | SQL help: find a mentor! I started by having a kind sys admin who helped me get started |
| **Jeremy Goldstein:** | The Sierra mailing list and IUG forum are also great resources for getting SQL help |
| **kallen:** | and various groups have sql example sites. UNC has https://github.com/UNC-Libraries/III-Sierra-SQL/wiki |
| **Jennifer Luayon:** | Does anyone use language preference field in patron records and if so how do you get it populated? By the staff or by the customer? |
| **Jill Minor:** | Thanks @kallen |
| **Joe Bono:** | Thank you Aly! |
| **kallen:** | another sql site of examples: https://github.com/plch/sierra-sql/wiki |
| **Wendy Zhang:** | Have anyone used SQL to sort your HDH list? |
| **Kevin:** | We had issues with overdues/billing notifications as a result of extending due dates. |
| **Lindsey Bray:** | We use it! We have both Spanish and English set up and staff change it in patron records. |
| **Jeremy Goldstein:** | Yes we create our own high hold / popular titles lists in SQL |
| **Heather Parker:** | We are on curbside still as well! |
| **Joy W. - MVPL:** | A library in the area made a new loan rule for the pandemic and applied it to all items. This kept original loan rules intact. If we’re ever in this situation again, I would go this route. |
| **Beth Sheets:** | When we were closed we just did bulk renewals for everything for an extended amount of time. |
| **Rose Kowalski:** | Hey Jennifer, we have it and it will default to English, which staff can adjust in Sierra. It's the first field that pops up for record creation, so it prompts consideration. Patrons can adjust language preference for the catalog, but I don't know if that will update our Sierra field |
| **Kevin:** | We were using a statement of charges to try to get caught up with overdues notices (as a way to retroactively send them) but since we weren't super careful with what we were extending some really old materials got caught up in the process |
| **Jill Minor:** | That's actually brilliant--new bottom-of-table loan rule |
| **Joe Bono:** | That's my concern given this is the longest extension we've made, but thank you Jennifer! We as in UCCS in Colorado Springs |
| **Jeremy Goldstein:** | It's a bit of a more complicated sql query but we have a version of it available here: https://github.com/Minuteman-Library-Network/SQL-Queries/blob/master/purchase%20alert%20without%20local%20holds.sql |
| **Jeremy Goldstein:** | sorry this is a better version of our purchase alert query https://github.com/Minuteman-Library-Network/SQL-Queries/blob/master/purchase%20alert%20with%20orders.sql |
| **Kathy L.:** | Thanks, Rose for answering Jennifer's question. We ran out of time before I could read it. |
| **Joe Bono:** | Wow, that's great news! Thank you Sheryl |
| **Kevin:** | thanks everyone |
| **Trina Kirk:** | Thanks everyone! |
| **Wendy Zhang:** | Thank you Jeremy! !! |
| **ceacker:** | thank you! |
| **Beth Juhl:** | great session! |
| **Thais Rousseau:** | very good! thank you. |
| **Ann Larson:** | Thanks! |
| **Shawn Farrell:** | Thank you. |
| **Joy W. - MVPL:** | Yes, this was great! |
| **Jose Cruz:** | Thank you! |
| **IUG Steering Committee:** | Thank you!! |
| **Wendy Zhang:** | Thank you everyone! |
| **ieti faletogo:** | Thank you everyone! |
| **Kristi Lobrano:** | Thank you!!! |
| **Joe Bono:** | Thanks everyone, take care and stay safe! |
| **Mary Baker:** | Thanks! |
| **farid:** | Thank you! all |
| **Jennifer Luayon:** | thank you |
| **Alan McCarthy-Behler:** | Thank you! |
| **ITESM -Laura Juarez Vargas:** | Thanks! |
| **Wendy Zhang:** | I just shared the chat file |
| **Pam Childers:** | thanks |
| **Christine Schwartz:** | Thank you! |
| **VCarrasquillo:** | thank you have a great day everyone stay safe |
| **Biziwe Tembe:** | Thank you |
| **s1000308:** | thank you |
| **pelepcha:** | Thanks |
| **Jenny :** | thanks |
| **Jill Minor:** | Thanks! |