

Delivery

Because delivery was suspended, we recognize that items owned by other member libraries and interlibrary loan items will remain at your library until we can resume service in the coming weeks. Please place all intransit and interlibrary loan books in cardboard boxes and store until delivery service is resumed. Do not store books in delivery bags; we will need all of these bags to sort and deliver your books when we are cleared to do so! Rotating collection movement will be paused until further notice.

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TC3 Interlibrary Loan services are suspended for the time being.

WorkFlows

In order to facilitate the pause in delivery, we have made placing new holds unavailable for the time being. We have stopped holds from being placed in STARCat and removed the Place Holds wizard from WorkFlows, temporarily. We have suspended existing “active” holds to reduce the number of items that will be in transit when delivery is back online. Holds on the Hold Shelf will still be available for patrons to check out, but the Onshelf Items wizard will be empty for all libraries starting today. All measures will be reversed when delivery resumes.

If your library remains open, patrons can call in and ask that items at your own location be set aside for them. They will still be able to search STARCat, just not place holds.

In WorkFlows, we have moved the Fine Free Discharge wizard up to Common Tasks and it will be available to all libraries. Anything discharged with this wizard will have the associated bills paid automatically. We encourage libraries to use it now, and certainly in the event of a closure, when coming back online.

This week we are looking into editing due dates and patron expiration dates and will work with individual libraries on this, as requested. Please continue to use the Help Desk for such requests.

We ask that, if the library decides to close, staff update the Library Calendar in WorkFlows to the anticipated re-open date. This can be changed in the future, if needed. If the decision is made to close, but you do not have access to WorkFlows, you can use the Help Desk to request that we update the calendar for you.

Please remember that patrons with expired (or blocked, barred, etc.) cards can still use our digital services – we encourage you to let your patrons know that access to these services will remain uninterrupted. Erika has just added new titles to OverDrive and will continue to do so. We have also placed information about digital services on the STARCat homepage.