

Action Item 1: Patron Circulation History

Current Policy:

PINES does not currently save patron circulation history for closed transactions (ie, for items that have been turned in and that do not have any associated fines or fees).

Proposed Change:

In the PINES Annual Survey, many patrons express the desire to save their reading history. The Evergreen software now has the capability to allow patrons to voluntarily opt in to save and view their own circulation history. Should this option be enabled so that patrons can choose to opt in or not on an individual basis?

Survey Results:

The following summary is based on survey results from 30 PINES Subcommittees and Directors representing 23 library systems. One question was asked:

Should patrons be allowed to save and retrieve their circulation history?

Responses from Subcommittee Members:

Should patrons be allowed to save and retrieve their circulation history?	Responses	Percentage
Yes	11	85%
No	1	8%
Undecided	1	8%

Responses from Directors who are not Subcommittee Members:

Should patrons be allowed to save and retrieve their circulation history?	Responses	Percentage
Yes	13	76%
No	2	12%
Undecided	2	12%

Comments From People In Favor of the Change:

- I can understand wanting to keep your history so you wouldn't check something out that you had already read.
- Would staff be able to look at this history? Or would it just be available to the patron? If a patron is in the library, I think most would rather ask staff to look up the information rather than going to an OPAC and logging in themselves.
- I do think we need language stating that patrons are responsible for opting-in and for managing their own circulation history.
- If saving history feature isn't an all/nothing, I'd suggest setting a limit like past 1, 5 or etc yrs. As a regular reader myself, I wouldn't really want or need to know more than a few yrs of reading history.
- Many of our patrons ask if they can retrieve their circulation history so I think this would be awesome if we could implement this policy.
- Many of our patrons have asked for this feature. I have told them to used the bookbag feature in their PINES account, but many don't want to keep track on the computer themselves.
- Many of our patrons have asked our staff about having this feature.
- Retrieving ones check-out history is a frequently requested feature.
- Why not? Some people read a lot and often forget what they did read a couple of weeks ago or if they have read a particular author's previous book. I know I have that problem myself. Wouldn't hurt.
- Worked with Evergreen in Virginia and this feature was turned on. patrons loved, loved, loved it. However, the smarter folks should be asked about how much space this will take up on the various servers and if that storage of data will impact performance.

Comments From People Against the Change:

- *(no comments submitted)*

Comments from People Who Are Undecided:

- *(no comments submitted)*