

## Resource Sharing Advisory Council

March 18, 2004

ATTENDEES: Amy Brozio-Andrews, Rob Carle, Dawn Geurds, Joan Hayes, Geoff Kirkpatrick, Ethel LaPier, Amy Maurer, Joe Nash, Lorraine Smi, Joe Thornton, Mena Will, Amy Williams

MINUTES FROM FEBRUARY MEETING: Joe Thornton distributed the minutes from the previous meeting (February 12, 2004) and they were accepted without comment.

### TELECIRC:

Geoff reported that Telecisc doesn't work with Verizon voicemail – it doesn't leave a message.

Amy Maurer said that she switched some users' settings to "t" and they didn't receive calls. She guessed that it might be due to the Verizon problem.

Amy Maurer pointed out the potential problem when a user from one library (without Telecisc enabled) gets a card at another library (with Telecisc enabled). By default that user will have Telecisc enabled even though her home library doesn't.

APL will switch to Telecisc on April 19.

A question for ASC: can a library switch a patron from another library to Telecisc if they ask?

### ANSWERS TO QUESTIONS RAISED AT THE LAST MEETING:

**Q:** Can we get an email report of Telecisc calls?

**A:** We wrote a Telecisc log report: <https://horizon.uhls.lib.ny.us/reports/telecisc.html>

**Q:** Do we have enough phone lines for Telecisc, especially with larger libraries starting soon?

**A:** We have enough phone lines (finished shortly after noon, according to Jonathan).

**Q:** Can we have just one voice record all the Telecisc messages?

**A:** Heidi & Jonathan re-recorded all messages. Still one problem, reported to Dynix.

**Q:** What's the purpose of the "Email: Name" field?

**A:** From the Horizon Circulation manual: "This field is for information only. The data you enter in this field is put on the e-mail header."

**Q:** Is it possible to get both Telecisc and email notices?

**A:** No, it is not possible to get Telecisc and email notices. The radio buttons on the borrower record are: Stnd (Telecisc or print) and Email.

**Q:** Can we automate email notices?

**A:** We've automated email notices and need to select the times when they should run, and make a recommendation to ASC. We will recommend "two days after and two weeks after an item is due."

**Q:** Are bills different than overdue and hold notices in the way they're delivered (email, print, etc.)

**A:** Bills are not different than overdue and hold notices (delivery-wise).

**Q:** Can we renegotiate the courier contract so that we get more deliveries?

**A:** We can renegotiate whenever we want, but would prefer to try other methods of reducing the traffic among the libraries and improving the efficiency of exchanging items.

## REPORTS

Amy Williams asked "how the different libraries are determining their monthly stats, which reports they are using, and how they are using them, and if anyone has come up with an easier way of manipulating the reports." Several people said that they transfer the monthly circulation report from the intranet to an Excel spreadsheet. Joe Thornton will see if there's a way to simplify that process.

Amy Williams asked if it is possible to search for borrowers by their date of birth. Rob will look into this.

Amy (Williams?) asked about truncation (e.g. can't find Avenue if you type Ave). Geoff said to use the truncation character (\*).

Re: the "Requests that were never filled" report: we need an "Expired Requests" report. The "Requests that were never filled" report should be changed to include a date range, rather than show every unfilled request.

Amy Williams asked if we could agree to a longer time before requests expire. The current setting is thirty days. We will discuss this at our 4/22 meeting.

## MISCELLANEOUS:

Geoff asked if anyone minds that BETH is now using white transit slips, that print automatically, instead of the yellow slips. No one minds.

Also for the next meeting, Amy asked that we look into why an item drops the link to a borrower if the item has been overdue for more than six (three?) months.

The meeting adjourned at 10:40.

The next meeting is scheduled for **Thursday, April 22, 2004 at 9:00 AM at Pine Hills.**