

## Resource Sharing Advisory Council

May 20, 2004

ATTENDEES: Jean Marie Cole, Dawn Geurds, Joan Hayes, Geoff Kirkpatrick, Debbie LaRose, Amy Maurer, Lorraine Smi, Joe Thornton, Mena Will

MINUTES FROM APRIL MEETING: Joe Thornton distributed the minutes from the previous meeting (April 22, 2004) and they were approved without discussion.

CALENDAR EXCEPTIONS: The email hold notices include links to the holding libraries' "Hours" pages in the HIP. Some patrons and staff commented on the inaccuracy of some "Hours" information. We decided to delete all calendar exceptions that are more than three months old.

TELECIRC: Seems to be working fine, since there were no issues raised at this meeting.

NOTIFICATION OPTIONS: We have three type of notice (Holds, Overdues, and Bills) and four ways of delivering them (Email, Phone, Print Telecirc). We have the ability to send one notice by multiple methods:

	Holds	Overdues	Bills
TeleCirc			
Email			
Print			
Phone			

We decided to recommend to ASC that borrowers be notified by one method only for each type of notice. We plan to send this matrix to the libraries to solicit their preferences after ASC discusses our recommendation.

Some libraries had asked if we could identify the patron's notification type in the popup screen that's displayed when a requested item is checked in. They want to phone all borrowers who would otherwise receive a printed notice, but not those who receive Email or Telecirc notices. This will require custom programming, which we'll request from Dynix.

CHANGING A RECORD FOR A BORROWER FROM ANOTHER LIBRARY: Joe reported ASC's response ("No") to our question about whether one library could switch another library's borrowers to Telecirc if they ask. EGRN and BETH feel strongly that this would be poor customer service. We decided to ask ASC to reconsider their decision.

TRANSIT SLIPS: We underestimated the strength of opinions for and against the use of the white transit slips that are printed automatically at some libraries when a requested item is checked in. We decided to ask ASC to discuss the issue.

PATRON REGISTRATION CARDS: We examined the UHLAN Patron Registration Forms to see if they need to be redesigned. They don't, with a minor exception: the "Middle:" field could be shrunk and the recovered space given to the "Last Name:" and "First Name:" fields.

The meeting adjourned at 10:15.

**The next meeting is scheduled for Thursday, June 17, 2004 at 9:00 AM at UHLS.**