

Resource Sharing Advisory Council

February 17, 2005

ATTENDEES: Betty Albright, Rob Carle, Jean Marie Cole, Marsha Doyle, Dawn Geurds, Geoff Kirkpatrick, Cindy Seim, Lorraine Smi, Joe Thornton, Amy Williams

MINUTES FROM LAST MEETING: Joe Thornton distributed the minutes from the previous meeting (January 20, 2005) and they were approved without discussion.

RECOMMENDATIONS TO ASC:

- *addition of a block to the Circulation module.* The block can be selected from the Add Fee code lookup box under the pull-down menu 'blocks'. Dawn defines this block as: "Lost Claims Returned is for an item we searched for 60 days and did not find. We bill the patron for that item. It is like a lost item payment. The owning library should get the money for it. Example: If a BETH patron is at Bethlehem Library going to check out a book and LCR is on their block screen for an East Greenbush item and the patron decides to pay it, BETH should do it as a lost payment and send the money to EGRN because they are the owning library. Basically a Lost Claims Returned is considered to us as a lost item."
- *Size of Comment Fields:* enlarge all comment fields that are enlargeable, especially in the "Edit Current Block" windows.
- *Check for Existing Patrons Records When Creating a New One:* submit an enhancement request to Dynix to check the birth dates and names (or whatever information that would suffice) of "new" patrons, when creating records for them, against the database to help reduce the number of patron records per person.
- *Circ History Display:* include patrons' phone numbers on the Item Detail Status screen and remove Btype if necessary to make room.
- *Request Confirmation Display:* move the "Select a location..." option line up one, so it's clearer to patrons that they have to pick a location if they don't want the default (their home library). Reduce the size of, or eliminate, the "Comment" text area.
- *Increase the 'request period' for all Btypes:* To accommodate pre-publication requests for very popular items such as the Harry Potter books, we recommend that the request period be extended from 180 days to a full year, so requests don't expire before the books are even published.

HANDLING OF INCOMPLETE ITEMS: Lorraine asked what the policy is about handling items that are returned damaged or incomplete. Most libraries send the items to the owning libraries without checking them in. Marsha said that RCSC prefers to deal with their own patrons rather than having the owners of the problem items deal with

them, and Amy said that TROY's policy is never to put anything in delivery unless it's checked in. We all agreed that it's okay for each library to set its own policy on this issue, but that the libraries that do checkin damaged items must understand that they'll receive unchecked-in items from the other libraries.

LOST IN TRANSIT: Joe ran the 'lost in transit' script again. It identified about 600 fewer items than the first time (5100 versus 5700). Jean Marie said that GUIL had an increase of about 53, almost all from November and December of 2004.

Most of the 'January 2003' items are gone, and Joe asked if UHLS should delete the rest. Geoff suggested that the libraries should handle their own deletes by checking them in and deleting them. If there are holds on the items, check them in "damaged" and delete. We agreed that UHLS should run the 'lost in transit' script every week.

COURIER: We discussed the probable pilfering issue and agreed that there's nothing we can do about the items that are already "lost." Betty said that the cases we plan to use instead of bags might help the problem – less likelihood of something falling out; less temptation to steal if items are hidden.

Everyone said that books feel gritty, dirty, grimy, ... since the switch to the new courier, as if they're being sorted in a "dirty old warehouse." Joe will inform Jo-Ann.

Some bags are still being delivered to the wrong locations, sometimes because the few items on top belong to one library and everything else belongs to another.

EXPIRED HOLDS: Joe had run the 'delete expired holds' script again and assumed that the problem was resolved. As it turns out, the situation wasn't even improved, so we'll have to look for another cause of the death-defying expired holds.

EXPIRED HOLD BLOCK: We revisited the problem that Amy had described where a patron borrows an item shortly after the hold on it expired, and then has an expired hold block for that item for eternity unless someone deletes it. Rob said that we could have that block display at the top of the screen so it would be easier to spot and delete. Alternatively, we could ask Dynix for custom programming or an enhancement to a future version of Horizon. We decided to make it an enhancement request.

SYSTEM SLOWNESS: Betty asked about the system slowness and Joe reported that we don't know the cause, but we and Dynix are working on it and it's our highest priority.

The next meeting is scheduled for Thursday, March 24, 2005 at 9:00 AM at UHLS.