

## Resource Sharing Advisory Council

May 26, 2005

ATTENDEES: Betty Albright, Rob Carle, Marsha Doyle, Dawn Geurds, Geoff Kirkpatrick, Amy Maurer, Joe Nash, Joe Thornton

MINUTES FROM LAST MEETING: Joe Thornton distributed the minutes from the previous meeting (April 27, 2005) and they were approved without discussion.

COURIER: We spent a long time on courier complaints. Joe T said that Jo-Ann says she's not hearing complaints from anyone. Betty said that "people are giving up" (i.e. so frustrated that they don't bother to call anymore?). Geoff said that BETH's hold notices went to GUIL by mistake, and that hold notices aren't too useful when they're late. Joe T will talk to Jo-Ann again and invite her to our next meeting.

We also talked about bins, rubber bands, jumping through hoops, workarounds, and visits to sorting facilities. It was agreed that the inclusion of SALS and MVLA on our routes is of little advantage to us. We also agreed that the volume of courier deliveries is way up compared to the recent past.

LOST IN TRANSIT: Joe reported that Rawdon analyzed the "lost in transit" lists and determined that one DVD and no CD's have been lost since we switched to the new courier on January 1. Geoff also did some analysis and made the following recommendations:

1. delete all January '03 lost in transit items. Geoff: "They're gone." Joe T will bring this recommendation to ASC.
2. run a "lost in transit" report for items that have been lost for 1 – 6 months.
3. run a separate "lost in transit" report for everything else.

F4: From the previous meeting: "Jean Marie asked that we send an email clarification to HorizonL about the use of F4, which shows who an item is on loan to, where it is in transit to, and who has a hold on it. Rob suggested that this is a training issue and will look into the problem." We discussed this again. Rob explained the issue. Marsha and Joe T (the honest ones) confessed that they had no idea what Rob was talking about. We agreed that it's a complex issue that is of more interest to GUIL than the other libraries, and Rob will work directly with GUIL on this.

PATRONS: Amy said that APL is cleaning up patron registrations (paper), and that an address keyword index would be useful in the cleanup process. Rob will look into this. Amy: "If it costs anything, don't bother."

Joe T said that he had neglected to bring an assignment from ASC to Resource Sharing – designing a patron registration policy. In the meantime, ASC designed their own, so we're off the hook.

We discussed expired patrons, specifically whether it's necessary or easy to delete them. We decided to leave things as they are for now, since the only negative consequence of leaving them intact is a slight waste of disk space.

We will recommend to ASC that we change all Btypes from youth to adult for any patron over eighteen years old.

**EXPIRED HOLDS:** Joe T is still looking for a way to delete the mysterious expired holds, some of which never go away, and some of which go away for a while and then come back.

**CALENDAR EXCEPTIONS:** Joe T reminded everyone that the process of managing calendar exceptions has changed, and that everyone should make sure that they're covered for Memorial Day weekend. The new process is to update the exceptions yourselves on the web reports page (<https://horizon.uhls.lib.ny.us/reports/>) or send an email to [support@uhls.lib.ny.us](mailto:support@uhls.lib.ny.us) with your closed dates.

**FAST-ADDS:** Marsha expressed a concern about the new method of doing Fast-Adds, where the collection code is fixed (FA-BI), since that will affect the way RCSC tracks usage of some items. Rob will visit RCSC to work with Marsha on this.

**The next meeting is scheduled for Wednesday, June 29, 2005 at 9:00 AM at UHLS.**