

Resource Sharing Advisory Council

July 20, 2005

ATTENDEES: Betty Albright, Jeff Cannell, Rob Carle, Jean Marie Cole, Marsha Doyle, Geoff Kirkpatrick, Lorraine Smi, Joe Thornton

MINUTES FROM LAST MEETING: Joe Thornton distributed the minutes from the previous meeting (May 26, 2005) and they were approved without discussion.

COURIER: We spent a long time on courier issues. GUIL and their driver have parted ways, and Jean Marie said the parting was “not very amicable,” involving hand gestures and language not heard every day in the library. She suggested that we compare CDLC’s log with ours periodically (weekly?) to make sure that all items are being delivered. The new GUIL driver is much better. We talked again about the possibility of a surprise visit to the sorting facility to try to find the grimy room where they REALLY sort the items. Joe said that Jo-Ann has visited (although it was pre-arranged) and found nothing noticeably disgusting. He also said that everyone should send an email to Jo-Ann for every courier problem, no matter how small or how frequent. Some of us don’t want to see everyone else’s complaints, and some feel that it shouldn’t be necessary to say continually, “We have grimy books.” Joe said that Jo-Ann needs evidence to present to the courier, so continual emails are actually helpful.

We discussed the major impact that schedule changes have on the libraries, and the need for advance notice. Joe will talk to Jo-Ann and ask that she announce all schedule changes through delivery-1 as soon as she’s aware of them.

Other comments about the courier: “Not all bad, but not all solved, either.” “Our drivers are good.”

TELECIRC ON HOLIDAYS: A VOOR patron complained about getting a Telecirc call to pick up a book. The problem was that the library was closed (July 4th) and the patron wanted to know why we were informing him that his book was available if it wasn’t possible to pick it up that day. Some comments: “Too bad.” “I’d rather they got a call [on a closed day] than an unnecessary printed notice.”

Our current procedure is to turn Telecirc off completely on major holidays such as Thanksgiving and Christmas.

GUIDE TO THE REQUEST PROCESS: VOOR had asked for a guide to the workings of the request process (e.g. “Why do people move in the queue?”), to be used primarily by circulation staff. Rob thought that was a good idea and volunteered to produce a draft. He will solicit input from others as to what information would be most helpful to the circ staffs.

We also discussed strange behavior of the request queue, such as holds disappearing when they're checked in (although their status was 'hold'). Geoff said this may be due to a change of itype between the time the item was put on hold and it was checked in.

We also discussed the need to make the default answer "Yes" to the Horizon prompt "Do you want to renew this request?" when a requested item is checked out to someone other than the first person in the queue.

NON-REQUESTABLE ITEMS: We had a brief discussion, perhaps prompted by Jeff Cannell's guest appearance, about requestable items, particularly DVD's, particularly APL DVD's. Marsha said that APL's items always appear at the top of her list, but are usually not available for request. Jeff said that half of APL's new acquisitions are available for request, and Geoff explained to Marsha how to work around the problem ("Back up a screen and request the first available copy.")

LOCAL PRIORITY ON ALL ITYPES: We had a brief discussion of Geoff's question of whether we want to have local priority on all itypes. Geoff summarized the discussion: "Forget it."

REPORTS: Lorraine asked if we could create two new reports:

1. Can we add checkins to the "Daily Circulation" report of checkouts on the web reports page (<https://horizon.uhls.lib.ny.us/reports/>)? We also decided to try to allow the user to enter a date range instead of number of "days back" for which to run the report. Joe will investigate.
2. Age of patrons using the library each month. Joe will investigate.

BORROWER HISTORY: We had a long discussion about providing a method for borrowers to maintain a list online of their loans. At this time we do not keep any record of a borrower's loans beyond thirty days. We discussed an "opt-in" system but decided that this is not something we want to pursue now.

EDIT BORROWER SCREEN: Rob asked if anyone objected to him removing some fields such as *Proxy Borrower* and *Home Services* from the "edit borrower" screen. No one objected, and Joe will bring this suggestion to ASC.

The next meeting is scheduled for Thursday, September 15, 2005 at 9:00 AM at UHLS.