

## Resource Sharing Advisory Council

February 14, 2006

**Present:** Betty Albright, Rob Carle, Marsha Doyle, Dawn Geurds, Geoff Kirkpatrick, Amy Maurer, Cindy Seim, Lorraine Smi, Joe Thornton, Amy Williams

**Minutes of the last meeting:** Joe distributed the minutes from the previous meeting (January 17, 2006) and they were approved without discussion.

Long pre-meeting discussion of the NYS test everyone needs to take, and the resulting anxiety.

**Patron registration procedures:** A library had asked us how to handle registrations for patrons who register in one library but live in another library's geographical area. The (apparently well-known) procedure is to register the patron as your own, then send the card to UHLS, who will forward the card to the proper library, where the staff should change the Btype, Bstat, and location to claim ownership of the patron.

This led to a discussion of the state of the patron database generally. All agreed that a purge is in order, and we will recommend to ASC that all patrons who have not used their card between 1/23/03 and 1/23/07 be purged from the database.

We also discussed the proper place to make policies such as this accessible to everyone. Rob demonstrated the Training wiki and suggested that as a possible place for policies.

**Barcode prefixes:** Do we need them? This topic was inspired by the appearance of some NetLibrary records in the "checked out" items for some patrons. It probably happened when a circ staff person accidentally hit <space><Enter> and the system then retrieved and checked out a NetLibrary record. Because we don't all use the same numbering scheme for our barcodes, we can't enforce a prefix policy.

**Overdues aging to Lost:** Rawdon and Rob made a change to Horizon which should now force Overdue items to get a status of Lost when a final notice is sent. Because our print notice system was custom-written, it did not integrate perfectly with the database. Borrowers received notices that said that items were Lost and included replacement costs, but the borrowers' records still showed the items as Overdue with fines. The problem has been corrected with SirsiDynix's help.

**Deleting "Lost in transit" items:** We went over and formally endorsed Geoff's method of deleting "lost in transit" items that have holds on them: check the item out to a staff person (to keep the hold alive); check it in damaged; delete it.

**Payment history:** As requested at the 1/17 meeting, we looked into changing the default start date for displaying a patron's payment history. We can't change it – the setting is not configurable. The original request was based on the inconvenience of having to enter an old date to see meaningful payment data. Several people said they preferred the default way in any case for privacy reasons.

**Duplicate patron records:** Dawn pointed out a duplicate record in the patron display in stafpac. This is a known bug that's innocuous, although confusing. There's actually only one record but it appears twice.

**Lost in transit:** Marsha asked why UHLS-owned items showed up on RCSC's "Lost in transit" lists. The answer is that the items are part of the pool collection and so have collection code prefixes of "UC," but while they reside at a library they have that library's location code. The "Lost in transit" report is based on location code. Marsha asked if we could have a "Lost in transit" report that used collection code prefix instead of location code and Joe said he would look into it.

**Bags:** Still no change of opinion -- not good. Someone suggested finding out which libraries like the bags so all those who don't could send their bags there.

**Telecirc:** Marsha asked if RCSC could receive a list by email of all RCSC patrons who Telecirc failed to reach. Joe said sure.

Marsha also said that a RCSC patron complained about Telecirc filling up her answering machine. Marsha asked if the message could be shortened. This led to a discussion of Telecirc options. Joe will poll the libraries to see which ones want to turn off all prompts and thereby make the message as short as possible.

**Expired holds:** Joe found a new way to delete long-expired holds from the "Expired holds" report. He asked if anyone had noticed an improvement. No one had.

**The next meeting is scheduled for Tuesday, March 21, 2006 at 9:00 AM at UHLS.**