

## Resource Sharing Advisory Council

June 20, 2006

**Present:** Betty Albright, Rob Carle, Jean Marie Cole, Marsha Doyle, Dawn Geurds, Geoff Kirkpatrick, Debbie LaRose, Joe Thornton, Amy Williams

**Minutes of the last meeting:** Joe distributed the minutes from the previous meeting (May 10, 2006) and they were approved without discussion.

**Patron purge – fine-tune for next time?:** Reacting to the few complaints we had from patrons whose records were purged although they still used library services, Joe asked if we should fine-tune the process before running the purge next time. The consensus was no, that the problems were “no big deal;” that the patron records are easy enough to re-add (since the libraries keep the paper registration cards); that the Reference staff has only to send the patrons to the Circ Desk; and that it’s a good opportunity to touch base with the patrons.

**Pocket labels, Circ card labels, and Pockets:** Joe had asked in an email whether we needed these items anymore, since there’s a small cost savings to be had by ordering books without them. The council said that these parts are used most by small libraries. Joe reported that many small libraries had responded to his email saying that they do indeed use those parts.

This started a small discussion about attendance at Resource Sharing by smaller libraries. Geoff pointed out that coverage in the libraries is probably a major factor, since many of the small libraries can’t spare even one person to attend a meeting.

Amy said that this makes it more important for minutes to be emailed and posted on the intranet as soon as possible after a meeting, and expressed her displeasure with the current slowness of that process. Joe promised to do better.

**Checkin Damaged problem:** from Rob (referring to a previous Resource Sharing agenda item):

Attendees said the item record changes significantly when it is checked in damaged at a location other than the one owning the item. I tested this and did not see a change (collection code, item location, etc.,) when checking it in damaged. Horizon automatically enters a checkin note, "damaged", and the item status changes to 'dmg', but the other important fields in the item record remain the same.

After some speculation by the council about how this happens (best guess: it’s checked in twice), Rob agreed to try again to reproduce the problem.

**“Patron Email Addresses” report:** Amy had asked by email if this report on the web reports page (<https://horizon.uhls.lib.ny.us/reports/>) could be sorted by email address. Joe explained that you can use any browser’s search function to find a specific email address (or anything else) on a web page. Most browsers support ‘Ctrl-F’ as a keyboard shortcut to start a search.

This led to a discussion about the patron comments that are submitted through the HIP. Often the patron will ask for help but not include any identifying information. Joe expressed his strong belief in the value of anonymous comments, and therefore his reluctance to require a barcode on the email form. After the last Resource Sharing meeting we added a blurb to the email form asking the patrons to tell us who they are if they need help. Casual inspection by Joe of emails sent since the blurb was added shows that many users are now sending that identifying information.

**trans\_location:** Marsha to Rob (by email):

Here is a patron's number to check for me. 28126000053661  
please go to her blocks window....under location, holds  
expired it says ALL not RCSC. Shouldn't it indicate the  
library where the item is being held?

Rob’s reply:

The 'ALL' location comes from a column called trans\_location.  
For some reason it chooses ALL as the location. Perhaps it is because the requests are made in the HIP, and the HIP refers to the ALL location. I would have to ask Dynix how trans\_location is used. I don't know why we have it displayed in the current blocks screen. We could easily turn it off to prevent confusion. Since the items are 'hold expired' there is no cko location, and the other location listed is 'owning location'.

The group agreed that we need to continue to display this field, even though ‘ALL’ is not useful when displayed.

**Restricting delivery of some items to some libraries:** Joe asked if the recent changes to the request matrix are causing any problems. The changes prevent APL\* and COLN from appearing on the list of pickup locations when APL or COLN patrons request DVD’s from BETH, GUIL. Or VOOR. A result of this change is that ALTM (for one) has received requested items for COLN patrons. Council: it’s not a big problem.

**Miscellaneous:**

- Can a patron choose a default pickup location other than his home library? No.
- Will courier improvements change libraries’ policies on local request? No. Joe had asked specifically at an ASC meeting if libraries would lift their loan restrictions (mainly DVD’s) if we could guarantee 100% reliable delivery. The answer was no.
- Holds are going up a lot.

- The courier service has improved. There are no complaints.
- No library that submitted a second request for compensation from CD&L has received it yet. RCSC has not received their first payment yet. Joe will check with Jo-Ann.
- Joe will send an email reminder to all libraries that the proper way to handle damaged items that have holds on them is to check them in “damaged” and return them to their owning libraries with notes attached.

**The next meeting is scheduled for Wednesday, September 20, 2006 at 9:00 AM at UHLS.**