

## **Resource Sharing Advisory Council**

**January 18, 2007**

**Present:** Betty Albright, Rob Carle, Dawn Geurds, Amy McLaughlin, Carol Melewski, Cindy Seim, Lorraine Smi, Joe Thornton

**Minutes of the last meeting:** The minutes of the previous meeting (October 25, 2006) were approved without discussion.

**Patron registration cards:** Joe asked if we should change the procedure we now use to send patron registration cards to the proper libraries when new patrons register at libraries outside of their jurisdictions. The current procedure (Joe thought) was to send all cards to UHLS, who then forwards them to the correct libraries. His proposal was to ask the libraries to send the cards directly to the correct libraries unless they're unsure of where they should go, in which case they should send them to UHLS. Everyone agreed to do this, and a few said they've been doing that all along anyway.

**Status updates:** We discussed the current status of the following issues that mainly impact circulation staffs:

- Request processing. For the most part everything is fine. During the four years that we've been using Horizon, people have learned how to use the functions it provides and to work around the functions it doesn't.
- Pull lists. Despite some confusing (but not show stopping) behavior, the pull lists seem to be working well enough. "Keep list" is a confusing term, and occasional days with little or nothing on a pull list (which is highly improbable for large libraries) don't make sense, but they're not obviously harmful either (i.e. patrons seem to be getting all their requests).
- Delivery. No courier complaints!
- Horizon performance at Circ Desk. Sporadic slowness – five to ten second delays while checking in or out. No obvious pattern. Doesn't always happen on all workstations simultaneously. UHLS is committed to reducing the number of these slowdowns, and asks everyone to notify us whenever the slowness interferes with their workflow. A brief phone call or email will suffice (i.e. niceties, politeness, etc. are not required – just a quick "We're slow" will do).
- Horizon circ views. No complaints.
- Circ training. Rob reminded everyone of his Training Website, the screencasts he's created, and his eagerness to visit any library to train on any Horizon subject they request.

**The next meeting is scheduled for Wednesday, March 7, 2007 at 9:00 AM at UHLS.**