

Resource Sharing Advisory Council

September 19, 2007

Present: Betty Albright, Jean Marie Cole, Carolyn Fagan, Dawn Geurds, Amy McLaughlin, Virginia Prew, Mary Trev Thomas, Joe Thornton

Minutes of the last meeting: The minutes of the previous meeting (June 13, 2007) were approved without discussion.

Courier: Courier service is starting to degrade a little for some libraries, though not nearly to the extent we experienced a year or so ago.

- Some deliveries don't arrive on schedule.
- Some drivers open sealed bins to rearrange the contents, e.g. to consolidate two small bins into one. Sometimes this causes libraries to get items not destined for them.
- Some items arrive dirty or damaged.
- There's a small concern about the rumored surcharge on deliveries of more than ten or so bins.

We decided to ask Jo-Ann to attend our next meeting to address these concerns. People are happy with Jo-Ann's responsiveness and handling of courier issues generally.

Can we delete 'lost' items? Can we purge item records that have been lost for a very long time (e.g. "Lost on DRA")?

The Database Maintenance Advisory Council asked if it was okay to delete old lost items, especially those that are "Lost in DRA."

The consensus was that it's okay to delete the "Lost in DRA" items, but only those. Although the block stays on a patron's record even if the related item is deleted, it could cause some confusion or difficulties if the patron challenged the fine after the item is deleted (e.g. "How can you bill me for something you don't own?")

Children's cards: We discussed how different libraries handle the case where a child has accumulated a lot of fines or fees, for which his or her parents are responsible, and then turns 18 (or whatever age the library changes them to 'Adult' status). The question is, "Who's responsible – the parent or the kid?" The answer varies among libraries and is, like so much else in the system, a judgment call.

Fines/fees for damaged items: Joe asked, "How do we handle fines/fees for damaged items? e.g. a CAST patron borrows a STEP book, picks it up at BRUN, and returns it damaged at BETH." The answer is the same as the policy for handling missing DVDs,

which we discussed at our last meeting:

Any item with missing parts or damage should not be checked in. It should remain on the responsible patron's record and be sent to the owning library so that they may pursue it in the way that they find to be appropriate. By checking in the item you would lose prior borrower information.

Procedures: UHLS will create a wiki where we can document all circulation procedures.

TeleCirc on holidays: A patron complained about receiving a TeleCirc call on Labor Day telling her that her item was ready to be picked up. Joe said that we shut down TeleCirc on Christmas and Thanksgiving, but on no other holidays, since disabling it can have unwanted consequences such as a huge increase in printed notices the following day, and because we don't feel that it's unreasonable to receive a hold notice even when the library is closed. The patron's point, though, is understandable, and we decided to see if we can change the TeleCirc message to say, "Please contact the library for their hours of operation" or something to that effect.

Terminal Services: While generally very popular and problem-free, Terminal Services still has a few bugs. Barcodes don't scan correctly when adding a borrower, and there have been some reports of problems with renewals. UHLS will continue to look into these problems.

Miscellaneous: A reminder that APLN is the code for New Scotland, and APLY is the code for the North Albany branch. Some items meant for APLY have been labeled 'APLN' and ended up at APLM, since APLN is closed.

Another reminder: Please checkin DVDs before sending them back to their owning libraries. The short loan periods can cause fines to accumulate while the items are in transit.

The next meeting is scheduled for Wednesday, October 17, 2007 at 9:00 a.m. at UHLS.