

Resource Sharing Advisory Council

December 5, 2007

Present: Betty Albright, Jo-Ann Benedetti, Sue Black, Rob Carle, Jean Marie Cole, Dawn Geurds, Debbie LaRose, Amy McLaughlin, Joe Thornton, Kathleen Tyrrell

Minutes of the last meeting: The minutes of the previous meeting (September 19, 2007) were approved without discussion.

Courier: Jo-Ann Benedetti joined us for the beginning of the meeting to discuss courier issues:

- Timing – coming too early, too late, or not at all. Jo-Ann said that we must notify her, by email or phone, if a delivery is not made, so she can subtract the cost of the delivery from our invoice.
- Bins. Some drivers won't take empty bins, so they accumulate at libraries. Jo-Ann said to please notify her and she will schedule a pickup of the empty bins. Jo-Ann and Phil actually go to the libraries themselves to pick up empty bins. Some drivers are handling bins roughly – leaving them on loading docks in the rain, bouncing them down stairs, etc. – and some drivers are repacking bins to save space in their vans. Jo-Ann will ask the drivers not to repack bins.
- Barcodes. Jo-Ann said that we might put barcodes in the libraries so the drivers can just scan the barcodes when they make a delivery instead of signing a log book. The group felt that log books might still be needed. Some concerns: “We need to know how many bins (and incorrect bins) were delivered.” “Who has access to the report generated by the barcode scans?”
- Extra charge: Jo-Ann explained that there was no reason to fear the surcharge for extra bins that Velocity will impose. It's mainly an issue for large libraries and the charge will not be exorbitant.

Patron registration cards:

- One library is using patron registration cards of their own design instead of the standard form. Joe will ask them to use the standard form.
- Sometimes duplicate cards are sent to libraries. The cause is probably that the “This location only” box is checked when staff search for a patron, and when the patron is not found the staff assumes it's a new patron and fills out a card and sends it to the “home” library. To avoid this problem, please uncheck the “This location only” box when searching for a patron.

Wiki: We will create a *Resource Sharing* wiki to be used to hold circulation procedures. At our next meeting we'll show how to edit the wiki, and start to populate the pages.

Miscellaneous: Some libraries still report some slowness at the circ desk. It's better than it was but still a problem. Joe reminded everyone to please notify us whenever your response time is bad, and also to consider using Terminal Services to improve performance.

The next meeting is scheduled for Wednesday, January 16, 2008 at 9:00 a.m. at UHLS.