

Resource Sharing Advisory Council

January 16, 2008

Present: Sue Black, Rob Carle, Jean Marie Cole, Carolyn Fagan, Dawn Geurds, Debbie LaRose, Amy McLaughlin, Virginia Prew, Mary Trev Thomas, Joe Thornton

Minutes of the last meeting: The minutes of the previous meeting (December 5, 2007) were approved without discussion.

Should we make birth date a required field in the borrower record? I think that Rob suggested this as an agenda item. There were two enthusiastic “Yes!” votes via email, and the consensus at the meeting was also “Yes.”

- Question: What do we do about existing records that have no birth date?
Answer: Nothing. It would be almost impossible to find and enter a valid birth date for all the missing ones.
- Question: What if a patron refuses to give a birth date?
Answer: Just enter something that’s clearly not a valid birth date (e.g. 9/9/9999)
- Joe will ask ASC to approve this recommendation at the next meeting.

Disappearing requests?: A library reported that two patrons had requests disappear in the past couple of weeks. Has anyone else seen this problem? No, not to an unusual degree, anyway. People described how some requests expire before the patrons pick them up, and sometimes patrons don’t complete the requests properly. So occasionally there is confusion about requests, but no one has seen anything out of the ordinary lately.

Joe mentioned that we are now sending a “hold reminder” email notice two days before a hold’s expiration date, and asked if this has caused a noticeable increase in the number of holds that are picked up. Answer: no.

Somehow this led to a discussion of the questions/suggestions/complaints/compliments that patrons email to the libraries through the HIP. The vast majority of these messages relate to PINs – What are they? How do I get one? I lost mine, etc. Joe said that it would be nice if we could automate the answer to these questions the way most web sites do (“Forgot your PIN? Click here.”), but that it would be difficult because many of our patrons don’t have email addresses in our system. Mary Trev suggested that we look into providing the automatic PIN reminder service for the people who DO have email addresses in our system. Joe: “Great idea. We’ll look into it.”

Wiki: Rob showed us the newly created *Resource Sharing Advisory Council* wiki (www.uhls.org/wiki), demonstrated how to get to it, and how to edit it. As a group we created a list on the wiki of circulation procedures that need to be documented. Rob will go through minutes of past meetings and copy the procedures discussed there to the wiki.

The unusual events at NASS where many unrequested items were sent to their library: Evidently NASS received a full bin of items destined for another library. The consensus of the group was that this happens occasionally and is not indicative of a general problem. However ...

Courier!: Again. The recent changes in drivers, plus the recent changes in weather (i.e. winter) have led to an increase in problems with deliveries. EGRN in particular has a significant scheduling problem since the drivers changed. A few libraries reported wet, snowy bins, books, etc.

Joe will let Jo-Ann know, although the libraries are already notifying her promptly (and not blaming her at all, and in fact appreciating her efforts) of all problems.

APLH, APLP: Joe reminded everyone that the Pine Hills and Howe branches are closing in early March, and are no longer listed as valid pickup locations in the HIP or Horizon.

Amy asked everyone to send payments for lost items and miscellaneous problems like that to APLM if they would normally go to APLH, APLN, or APLP.

Slowness: 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. UHLS and SirsiDynix continue to work on this problem.

The next meeting is scheduled for Wednesday, February 13, 2008 at 9:00 a.m. at UHLS.