

Resource Sharing Advisory Council

March 19, 2008

Present: Betty Albright, Rob Carle, Jean Marie Cole, Dawn Geurds, Debbie LaRose, Amy McLaughlin, Carol Melewski, Virginia Prew, Mary Trev Thomas, Joe Thornton, Kathleen Tyrrell

Minutes of the last meeting: The minutes of the previous meeting (January 16, 2008) were approved. Joe reported that ASC approved our recommendation to make birth date a required field when adding a new borrower. To repeat two concerns (and decisions) from our last meeting:

- 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)

Patrons defacing items: GUIL recently had a patron borrow music CDs and remove the labels (category, call #, and GPL stickers) from the liners. They think he is burning CDs and photocopying liners and doesn't want the GUIL labels to show on his copies. Jean Marie asked if anyone else has had this experience and what they do about it. Most libraries have had this happen, and most bill the patrons for the damage.

This prompted a request for additional block types in stafpac, such as *Returned check*, *Damaged sticker*, etc. Rob will add these when he gets the specific language from the group.

Circulating magazines: TROY is considering circulating the back issues of their magazines and Virginia asked what policies/procedures other libraries use (for those that do circulate them) and why others don't. The replies were all unique: some check them out for two weeks and don't allow renewals or requests. Some don't circulate current issues. Some allow renewals. And so on.

Wiki: Rob led us through more edits to the *Resource Sharing Advisory Council* wiki (www.uhls.org/wiki). After the last meeting, Rob went through the minutes of past meetings and copied the procedures discussed there to the *Procedures* section of the wiki, which we began last time.

We'll continue to build the wiki at every meeting.

ASC recommendations: Joe will bring two recommendations from Resource Sharing to ASC on March 25:

1. That we put a blurb in a prominent place in the HIP and web sites, informing patrons that, unless they've changed it, their PIN is the last four digits of their phone number. This recommendation came out of our discussion about the email messages that libraries receive from patrons through the HIP. The great majority of these messages consist entirely of, "What's my PIN?"
2. That we allow library staff to use an instant messaging tool so UHLS can inform them immediately of system problems. This recommendation came out of the discussion about the brief network outage we had last week, and the libraries' desire to be notified when the system comes back up. Joe said that it's not practical for UHLS to call 37 libraries to let them know that the system is back up after a five minute interruption.

Courier: Service is deteriorating. At least the state of the bins is – they're filthy. Joe reminded the group that UHLS has prepared an RFP for a replacement courier service, but that he's unaware of any responses yet.

Joe will let Jo-Ann know about the condition of the bins.

APLH & APLP: Amy reminded us that the Howe and Pine Hills branches of APL will close for renovations on 4/19/08.

The next meeting is scheduled for Wednesday, May 14, 2008 at 9:00 a.m. at UHLS.