

Resource Sharing Advisory Council

May 14, 2008

Present: Betty Albright (BETH), Sue Black (WTVT), Rob Carle (UHLS), Jean Marie Cole (GUIL), Dawn Geurds (EGRN), Debbie LaRose (COLN), Amy McLaughlin (APLM), Carol Melewski (RCSC), Mary Trev Thomas (BETH), Joe Thornton (UHLS), Kathleen Tyrrell (VOOR)

Minutes of the last meeting: The minutes of the previous meeting (March 19, 2008) were approved without discussion.

Handling damaged items: Betty asked, “What to do when your patron comes to your library and wants to pay for another library’s damaged item that is physically at the owning library and (here is the catch) they want the item.” The consensus is: “Tell the patron to contact the item’s owning library if they want to buy it.”

Julie Zelman asked by email about a similar situation involving out-of-system ILL. The council agreed that this is an ILL and not a circulation issue, and that the lending library determines the fines and fees for damaged items.

Request anomaly?: APLM had a patron with a requested item whose patron record was correct, but the hold slip for her requested item had another patron's name on it. The most logical explanation offered was that this might be a *PC Reliance* issue, where the slight lag in recording circ transactions caused the anomaly. This behavior has not been seen by others. (Some people did report, though, that occasionally items that are supposedly on hold for them on not on the hold shelf. We’ll keep an eye on this system behavior.)

“Expired holds” list: Dawn asked, “Why do items that do not have a status of ‘hold expired’ appear on the ‘expired holds list?” We looked at EGRN’s list and sure enough there were “Checked out” items on the list. Betty explained that “it’s because the item is checked out to the patron and the list is in essence telling us the block is still there because it has to be manually removed.” Joe will ask SirsiDynix if we can safely remove the unwanted items with a script.

Claimed returned: A patron from Library A claimed he returned a DVD at another library but it never got checked in. Library A checked it in for him, and the missing item is now ‘in transit.’ Question: How should Library A handle this in the future?

Library A or the patron should contact the owning library. Only the owning library may change the status of the item to “claim returned.” The staff of the owning library may choose to check the item in “damaged” and change its status to “missing.” Or they may change the item status to “claim returned.”

Blocking loans due to excessive overdues: Ethel asked by email: “Can we have the ‘overdue still out’ field stop a card when the amount reaches the library's limit just like fines do? It's very frustrating to have to circulate to people who have multiple items out overdue and still want more.” The council felt that:

1. this would add processing time to too many circ transactions.
2. would be too punitive to the borrowers.
3. is a decision for the Directors Association (but we won't recommend it at this time).

ITypes, DVDs: Sue described a scenario: If Library A doesn't have a loan period exception for IType=JDVD and Library B does, when Library B's JDVD's are checked out at Library A they're given the default loan period of 28 days. Because this is unacceptable to most (probably all) libraries, the workaround is to make all DVDs non-requestable. This has the unfortunate effect of keeping a lot of DVDs out of circulation, but the only alternative is standardized loan periods, which we all agreed is not going to happen. Sue pointed out that several libraries are in fact using Itype=JDVD and that it's likely that their DVDs are being circulated by other libraries for 28 days, with two renewals.

Rob will contact WTVT to see if this issue is related to statistics, and suggest another way of handling it if it is.

Wiki: Rob led us through more edits to the *Resource Sharing Advisory Council* wiki (www.uhls.org/wiki). We changed the *Lost and Paid for Materials belonging to other libraries* section as a result of an earlier discussion at this meeting.

Related: Rob will look for the form that's used for reporting these items to the owning libraries.

Courier: Everyone is eager for the new courier service to begin, and asked about the status (Joe: “Board will decide at next meeting”) and if we could switch as soon as possible, even if there's an overlap with Velocity's contract. The worry is that Velocity's already poor service will get even worse. Joe will ask.

The next meeting is scheduled for Wednesday, June 18, 2008 at 9:00 a.m. at UHLS.