

Resource Sharing Advisory Council

June 18, 2008

Present: Betty Albright (BETH), Sue Black (WTVT), Jean Marie Cole (GUIL), Carolyn Fagan (TROL), Carol Melewski (RCSC), Virginia Prew (TROY & TROS), Mary Trev Thomas (BETH), Joe Thornton (UHLS), Kathleen Tyrrell (VOOR)

Minutes of the last meeting: We spent a while editing the minutes of the previous meeting (May 14, 2008), specifically the sections on *Handling damaged items*, *Expired holds list*, *Claimed returned*, and *IITypes, DVDs*. Joe will make the changes and send out the revised minutes, and will update the copy on the intranet.

Betty suggested that a draft of the minutes should go just to the meeting attendees for revision/approval before a final version is sent to the Resource Sharing list and ASC. All agreed that this was a good idea.

Joe asked everyone if they were interested in rotating the taking of minutes. They were not.

Notifying requesters of deleted requests: Rob asked in an email

In the matham table settings there is a check box to notify borrowers when requests are deleted. Currently we have this box checked. Many times we have item specific requests attached to items we want to withdraw. Removing the requests is our only option for deleting these item records. Do we want to notify the borrower every time we want to delete these items?

Consensus: Yes. It's good customer service to notify the requester.

Item Receipt Form: After the last meeting Rob searched for and found a copy of the *Item Receipt Form*. UHLS will put a printable copy on the web (wiki) and remind everyone of its purpose and availability.

Courier: The group expressed concern about the plan approved at the last Directors Association meeting to place a moratorium on filling requests during the last nine days of our contract with Velocity. Rather than make a "Resource Sharing" recommendation to ASC, the group will discuss this issue individually with their respective directors.

There was a general sense that items are taking longer to move through the courier system or not arriving at all (DVDs and CDs, of course). Joe will ask Jo-Ann and/or Phil to visit Velocity's sorting facility to see if UHLS items are languishing there.

Joe reminded everyone of the reports that can be used to identify items in transit. There are four reports that begin with "In Transit ..." on the web reports page:
<https://horizon.uhls.lib.ny.us/reports/>

The next meeting is scheduled for Thursday, July 24, 2008 at 9:00 a.m. at UHLS.