

**Resource Sharing Advisory Council
December 7, 2011**

Present: Betty Albright (BETH), Sue Black (WTVT), Rob Carle (UHLS), Sarah Clark (APLM), Carolyn Fagan (TROL), Dawn Geurds (EGRN), Debbie LaRose (COLN), Carol Melewski (RCSC), Lisa Pitkin (GUIL), Virginia Prew (TROY), Mary Trev Thomas (BETH), Joe Thornton (UHLS)

Email requesters whose items will never come?

Lisa and Mary Trev asked questions (separately by email, before the meeting) related to the same problem: If a patron has a request for a title that has no items that will ever be delivered because they're lost, "in transit" forever, or otherwise permanently unavailable, can we notify them automatically by email and change their request to "first available" if it's "item specific."

After a long discussion we agreed that a program would have to make too many assumptions about how truly "unavailable" an item is in order to work correctly. It's really a judgment call that a person has to make whether an item is just taking too long to arrive or has no chance whatsoever.

So instead we will write a report that shows the name, email address, and phone number of each patron, and request#, title, barcode, and request date of each of her requests that are older than a number of days specified by the person who runs the report. The libraries can use this report to cancel the request, notify the patron, or move it from an item-specific to a first-available request if possible.

Horizon & HIP upgrades: Everyone is very satisfied with the speed and smoothness of the recent upgrades. Some comments about some surprises:

- Dawn thought there was a change to out-of-system codes for new patrons. We looked and things seemed okay. Rob said he'll add new codes if asked.
- The "End Session" button on the Checkout screen generated some discussion:
 - We can't remove the button or change the text.
 - We should just educate staff about the button.
 - Betty said that the "Total Amount Due" that displays after clicking the "End Session" button might reflect a mix of lost items, fines, or fees from various libraries, and might require a mix of payments and waivers, so staff should not use this option. Use the close button and always pay or waive fines from the Current Blocks screen.
- The language of the popup when a patron tries to put a second request on the same item is worse than before. It used to say "You've already requested this" but now says something like, "No more requests can be placed on this item." Rob has contacted SirsiDynix about this and they say the text cannot be changed.

A reminder not to waive other libraries' fines and charges: We had a situation recently where one library moved a substantial amount in fees from a child's record to his parent's, when the child and parent belonged to another library. This caused some complications at the patrons' library, and Joe will send an email reminder to everyone to please refrain from waiving other libraries' fees and charges.

Do we need a report showing what lost fees were collected for other libraries' items at your library? : Our practice now is for each library to keep fines that are paid at their library regardless of which library owns the items or which library the patron belongs to. "Lost" fees, however, should always be sent to the item's owning library. APL has a new application that could use a report that shows how much money was collected at one library that should be sent to others. Joe will see if this can be done.

Other business:

- Joe thanked everyone again for their great suggestion for the management of Itypes, and expressed his disappointment that the project has been put on hold.
- Joe was reminded that he had promised to ask all libraries for the name, phone number, and email address of a contact for circulation questions. Joe will do it this month. He promises (again).
- To the never ending, always fascinating list of things some patrons do to complicate our lives we can add the trick of burning a DVD and returning the burned copy to the library instead of the original. Joe will email everyone to remind them not to checkin burned DVDs.
- Lisa reported that GUIL is:
 - hoping to expand the library
 - probably going to start using RFID
 - putting held items out on the floor for requesters to retrieve.
Confidentiality is an issue that they're monitoring, and they put only the last four digits of the patron's barcode number on the items.
- Sarah said that APL is no longer accepting book donations, and that they will be reducing hours in 2012 "a little."
- Debbie said that COLN will close earlier on Monday - Thursday (8:00PM instead of 9:00PM), and open later on Sundays (1:00PM instead of noon).

Next meeting: Joe will look for an available Wednesday in 2012.