

## **NEOS Access Services Meeting**

**Wednesday, Nov. 26, 2014 @ 9:30 am**

**Professors Emeriti Room, U of A**

### **Minutes**

Attendance: Karen Hildebrandt (Concordia), Bonita Bjornson (King's), Lucy Heintz (AITF), Nick Ursulak (MacEwan), Wilmer Tenerife (Canadian), Peggy Morgan (UA ITS), Laura Lemmens (AGL), Donna Gordon (AHS), Anne Carr-Wiggin (NEOS), CJ de Jong (UofA), Marg Sheppard (NorQuest), Roger Salus (Covenant)

Teleconferencing: Barbara Mahoney (RDC), Cathy Hendry GPRC), Sheila Heit (Lakeland), Lyndsay van der Hoek, Corrine Hope (Keyano)

1. Bonita called the meeting to order at 9:30 am.
2. Minutes of the last meeting were approved and accepted. (Nick and Laura)
3. **TAL cards –**  
The committee reviewed the recent changes to TAL Card procedures and addressed questions and concerns.

**TAL Cards - Registering children** - It's ok to register children as they would be the same as any other external borrower that would need parental approval. A child is anyone under 18 by law so could be a post-secondary student. The assumption is that parental approval was given at the home library so we won't need a form signed at our own libraries. We can call the home library if there are any concerns.

**TAL cards – Registration and profile changes** - The committee reviewed whether the recent TAL Card changes had caused issues for libraries or clients. Not many issues had been reported so far. There have been a few cases of TAL Card clients not being able to renew overdue items and accumulating fines because of this. One library reported that a client had been blocked when a TAL Card loan had not been returned to the owning library when returned elsewhere. If it becomes a concern we could look at other options so that clients could renew even with one overdue item. Peggy said that she could configure a user standing policy in circ map. We could choose what thresholds we want to block users at. If one user profile can renew when blocked due to overdues it would have to be done for all users. Peggy will send out documentation to explain how the process works.

Committee members were asked to remind public service staff in their libraries of some new TAL Card registration procedures:

- Make sure to change your library to NEOS Free and NEOS TAL for profile and user category 4 to your home library.
- Do a name search first before registering a new user.
- Please don't enter birthdates in user records. NEOS does not collect birthdates.

### **TAL Cards – Policy changes to reflect new practices**

We need to make a few changes to the Policy on Sharing Materials because of the changes to the TAL card policy and procedures.

Anne will send wording changes for approval so that the recommendation can go to Directors on Friday.

Discussion and changes to be included:

TAL Card - single profile.

TAL borrowers can borrow from any NEOS library that participates in the TAL program.

TAL card has threshold of one overdue item or \$50 fines, and similar borrowing privileges to Secondary Clients.

External borrowers have a borrowing limit and expiry date set by the library they are registered at.

#2.3.4 is still problematic. Cards do not need to have "External" on them. Some libraries just use a regular library card but use the external profile. For some libraries the library card is also a printing card etc.

Will remove section about yellow card stock.

2.3.5 UA Alumni get 5 year borrowing privileges as external. This shouldn't cause a problem with other NEOS libraries as these clients don't have borrowing privileges at the other libraries. Needs to be adjusted to reflect this.

2.3.6 Do we still need this statement on our external cards? Assumption is that external clients are made aware they are liable when they register. Anne will check into this.

**Clarification re NEOS\_TAL cards – do we require clients to provide an email address?** In exceptional circumstances we could waive the email requirement or we could put in our library email address and mail the notices or phone the clients. Basically we do not absolutely require email but prefer an email if possible....

**Clarification re NEOS\_TAL cards – what to do if we find duplicate user records in NEOS?** If there are fines or items out on other records – do we transfer information to the current account? If so...how?

Answer: Remove items from duplicate record. Sign out to the primary card and expire the duplicate/old card.

**Clarification: is there a NEOS process regarding overdue items on NEOS\_TAL card?**

Sheila provided an example: A NEOS\_TAL client emailed in response to an overdue notice indicating they returned a Lakeland item (well before the due date) to an EPL branch library. Sheila renewed the item for 2 weeks and removed a \$2.00 fine – then emailed client indicating item was renewed to allow time for return by mail.

The group agreed that this is the best approach and it is best to give the patron the benefit of doubt in these circumstances.

**TAL cards – Instant issuing at libraries other than home library**

The new TAL Card policy provides for a library to issue a TAL Card to primary clients of other TAL member libraries, rather than sending them to their home library. The group agreed to recommend to Directors that we adopt this practice.

The group agreed that if possible staff should call the client's home library to verify they are a member in good standing. However, the home library may be closed. In this case the group decided that the library should issue the TAL card in good faith.

Anne will revise the procedures to reflect this once Directors have agreed to it.

### **TAL Cards – more questions**

Lucy asked the following 2 questions:

TAL borrowers can place a hold on items from any NEOS library that is a TAL member.

Can they return to any NEOS library even those that are not TAL members? Yes they can, and can also choose non-TAL-member libraries as a pickup location.

What should be happening if items borrowed on a TAL Card are returned to a non-NEOS library?

A date returned slip should be put in the item. It was noted that EPL will no longer use BARD after Dec 19 when EPLgo at Cameron Library closes.

4. **Hold Pickup Reminder Notice and Change to Hold Notices Subject Headings.**

CJ brought a proposal that there should be a reminder notice just before a hold expires.

Proposed: 1st Notice: Hold Available - Pick up within 5 days. 2nd Notice: Hold Reminder - Two days left. Pick up notices are based on date issued. Peggy will send out suggested wording for the message. Everyone in favour. Implementation would take place sometime in the New Year.

5. **Closing of the AHS Sturgeon Hospital library.** Donna Gordon provided information on the closing of AHS Sturgeon, which closed as of mid-October. Some of the collection was dispersed among other AHS sites. Patrons will exist with Sturgeon but Royal Alexandra as home location. Sturgeon location will be removed from Sirsi by end of January. Collection has been removed from Amicus and Doc-line.

6. **Packaging of CDs/DVDs in the transit bins** Gentle reminder to use bubble envelopes/wrap for DVDs and CDs as cases are coming back damaged. BARD will not put items in bubble envelopes if they receive them in the bins to pass on. Committee members were asked to remind staff in their libraries of this.

7. **User cat5 category for UA Refworks** – Peggy Morgan: Email went out end of Sept and announcements go out to everyone that uses Refworks. Doesn't affect all libraries.

8. **Latest "Reports –Checking Circ NEOS" document** – Peggy Morgan asked committee members to take a look at the reports document and see what reports are actually needed and whether there are any that could be removed. People should send Peggy a list of reports that their libraries actually use. Any reports not used could be removed.

Peggy mentioned that one of the annual reports is a Reserve notice that goes out to instructors in April listing all the items they have on reserve, and some people may not be aware of this notice. Peggy will send information on what the report does and what it looks like.

9. **Removing LOSTCARDS from Symphony** – Peggy sent out documentation on this (attached). Want to remove all lost cards from system as they currently remain in active ID field. This will be the first time the report has been run. It will be run in January. Maintenance Reports will be run on December 10.

10. **Recalls: an overview of the process**– Peggy provided a review of the recall process, and provided documentation (attached). She emphasized that recall is not based on due date but the circ rule of the item type. Staff need to be very careful when manually lengthening or shortening due dates as the system looks at the circ rule. Recalls change the due date. The recall shows up in My Account and item information but a notice may not be sent. The recall is due 7 days from when the report has been run. Recall notice will never be sent if the due date is less than 7 days or if the item is

overdue. It will show up in the patron account but they will not get a notice. If you see two due dates on the patron's account the earliest due date is the date due. If patron keeps item past recall date and due date they will get two fines (one for the recall and one for the due date) but may not have received a notice. Send Help Desk questions if necessary. Peggy can verify if the patron got the recall notice. As soon as a client has had an item for 7 days the item can be recallable when it has a loan period of more than two weeks. So an item that was due in three weeks can be recalled after seven days and be due two weeks after checkout.

11. **Symphony/iLink Procedures for temporary library closures** – Peggy reviewed the options for temporary library closures and provided documentation (attached).

Everyone has access to the library calendar to mark your library closed. Contact Peggy if you need documentation or if you don't know how to do this. For a Hold block and for removing a library as a pickup location in iLink, send in a help desk ticket.

Peggy sent out information re: Christmas break. If you are closed make sure you have it recorded in the calendar. Some libraries haven't yet been marked closed and there are some items due December 25. If libraries are marked closed now, the due date will not change but fines will not accrue.

The Authorities project is taking place and will be completed around Dec 18 and 19. This will be followed by reindexing, and Sirsi will be down from Dec 19 at 5 pm until Dec 24. The end date is approximate. Elaine will send out more details early December. This means we will not need an on call library person during the Christmas break. Whoo hoo!!!!

12. **Library barcode app – Sheila:**

Storing Library barcode on an app on smart phones. Looking for input from NEOS group. Does anyone know what app is needed? Will our barcode scanners read a barcode off a phone screen? They have tested CardStar. EPL card barcodes come directly through EPL'S app. We would need a NEOS app. CardStar could have any library card number entered.

Anne will bring this question to the Executive meeting to see if this is something that there is an interest in investigating.

Bookmyne is the SirsiDynix mobile app but we don't know if it has this functionality.

Keyring is another suggestion. Nick will send info re: MacEwan's mobile library app to Anne.

In principle there is no objection to using a barcode on a smartphone even without it coming directly from a library app, as long as we have assurance it is the card holder using it.

13. **Other: Marg asked what to do about damaged received items that come from another library.**

Make a note when received and make a note on transit slip when sending back to the home library.

Meeting adjourned at 11:32.

## Recalls

Materials that have been checked out for longer loan periods may be recalled and the original due date shortened if other patrons place holds on those materials. Whether or not an item is recalled depends on:

- if there are other available, holdable copies of the title onshelf, and
- the loan period (and therefore the circulation rule) assigned to the checkout. Circulation rules are based on the item type of the material and the user profile checking out the item.

### Loan Periods:

Loan periods greater than 2 weeks:

- loan periods greater than 2 weeks have a **recall loan period** of 7 days so material is recallable after the patron has had the item for 7 days.
- patrons have 7 days from the time the item is recalled to return it (this is called the **recall grace period**).
- **the recall loan period** (7 days) plus the **recall grace period** (7 days) equals the 2 week loan period patrons are normally guaranteed.

Loan periods of 2 weeks:

- 2 week loans have a **recall loan period** of 70 days so material is not recallable until the patron has had the item for 70 days (i.e. equivalent to the initial 2 week loan and 4 renewals). This is a workaround that allows us to say that two week loans are not recallable. In practice, this means that items with 2 week loan periods are not recalled even if the item has been renewed.

### Reports:

Three daily scheduled reports affect the recall process. The List Onshelf Items, HoldRecall and NoticeRecall reports are a suite of reports that run in tandem, with the List Onshelf Items report running first.

List Onshelf Items:

- The List Onshelf Items report selects available (onshelf) items to fill active holds. This report is scheduled to run daily at 2245 and produces the picklists that library staff use to retrieve items from the shelves.

HoldRecall report:

- If there are no onshelf items available to fill holds, then the HoldRecall report selects charged items to fill the holds instead. This report is scheduled to run daily at 2300. Scheduling this report after the List Onshelf Item report ensures that the HoldRecall report will not recall charged items to fill holds if onshelf items are available.
- the HoldRecall report applies a recall due date 7 days from the date of the report. Recall due dates are applied to all recallable items, **including items due in less than 7 days and overdue items**. The recall due date appears in a patron's checkout folder along with the original due date.

- This report does not send notices to patrons about the change in due date.

#### Notices Recall report:

- the Notices-Recall reports generate notices for items recalled and due in 7 days. These reports are scheduled to run daily at 2301/2302. **Recall notices are not generated for items that are due in less than 7 days or items that are overdue** since we do not want to inform patrons with imminent due dates or overdue books that they have extra time to return a recalled book.

#### Other considerations:

Manually modifying a loan period (e.g. using the Special Due Date helper at checkout or the Modify Due Dates helper), does not affect the recall process. Any recalls are still based on the loan period (circulation rule) that the item would normally circulate under. For example:

- if an item normally circulates with a 6 week circ rule but the loan is shortened to 2 weeks because the book is in high demand, the book is still recallable (based on the recall loan period for a 6 week loan).
- if an item circulates with a 2 week circ rule but is checked out for a longer loan (e.g. 6 weeks), the book is not recallable (based on the recall loan period for a 2 week loan).

If a hold is cancelled, the recall due date is removed and the original due date is reinstated.

If a hold is filled by another copy of the book, the recall due date is not removed and the original due date is not reinstated.

#### Place Hold Wizard:

When placing holds via the Place Hold wizard in Symphony, the Place Hold window displays a Recall Status box with three values: Allow Recall, No Recall, and Recall Now (RUSH). The default value is Allow Recall and should not be changed.

All recalls automatically display as RUSH after the HoldRecall report has run.

#### Recall Fine rates:

Overdue recalls are fined at \$1.00/day at most NEOS libraries, \$2.00/day at Concordia, and \$5.00/day at UA libraries.

## Library Closures

The NEOS policy for regarding temporary closures states that:

7.1 When a library closure exceeds 5 consecutive business days, access to the collection must be maintained via the Hold function. *The library will not be marked closed in the Integrated Library System and a hold block will not be added; however the library should be shadowed as a pickup location (italics mine).* Provision must be made for the On Shelf Holds report to be checked as usual and items pulled from the shelves in the closed library and shipped out. Libraries should also be prepared for unusual situations where the Hold function is insufficient, for example if a client needs immediate on site access. It is recognized that it may not be possible to provide in-person access in all cases, and that in the case of events such as flooding or renovation, access to collections is not possible. Notification of closures exceeding 5 business days must be made to the Access Services and NEOS-L lists.

If a library does close because of such things as fire, flood, or renovation, you may want to consider one or more of the following:

### Library calendar

Marking a library closed in the library calendar affects items belonging to that library in the following ways:

- due dates (including recall due dates) will not fall on the closed days
- fines will not be incurred on the closed days
- hold pickup dates at the closed library will not fall on the closed days
- closed days are counted as part of the 5 day “days for available holds to expire” attribute
- items will not be selected to fill holds when the List Onshelf Item report is run (i.e. a picklist will not be produced for closed libraries)
- if an item from a library marked closed is discharged, and if a title level hold exists, the hold will fill

Libraries have access to their own library calendars and mark closed days themselves.

### Hold block

Adding a library hold block to the hold map in Workflows prevents patrons from placing holds on items owned by that library, specifically:

- if a bib record has only one item and the item belongs to the hold-blocked library, the hold cannot be placed.
- if a bib record has several items, only one of which is from the hold blocked library, the hold will be allowed (remember, online holds are title level holds) but the item

from the hold-blocked library will not be selected to fill the hold if that item is discharged or when the List Onshelf Items report is run.  
Hold blocks do not prevent patrons from placing holds for other libraries' items for pickup at the "hold blocked" library.

To request a hold block, send a helpdesk ticket to [libhelp@ualberta.ca](mailto:libhelp@ualberta.ca)

### **Hold pickup location in iLink**

Removing a library as a hold pickup location in the online catalogue prevents patrons from selecting that library as a pickup location when placing online holds. It does not shadow the library in Workflows.

To request that a library be removed as a hold pickup location in iLink, send a helpdesk ticket to [libhelp@ualberta.ca](mailto:libhelp@ualberta.ca)



## Removing Lost Cards

A number of maintenance reports are run annually in December to remove:

- inactive holds (inactive more than one year)
- paid fines (paid eight years earlier)
- expired user records (expired more than three years)

I'd like to add another report to this routine, specifically to remove:

- LOSTCARD records

There are currently more than 30,000 LOSTCARDS in Symphony dating back to 2005.

### Background:

When a library card is marked Lost using the User Lost Card wizard, the new user id is added to the existing record and a duplicate record is created with the old user id. The duplicate user record is assigned a user profile of LOSTCARD, and the alt id (if it exists) is removed. These accounts are also assigned a Checkouts Allowed limit of 0 (which means the record can no longer be used to borrow material) and an expiration date of NEVER (which excludes these records from being selected by the regular remove expired users report).

User ids for lost cards still display in the new user records. From 2005-2009, lost user ids appeared in the new user record's extended information tab as a previous id. From 2010-2011, they appeared as both a previous id and an inactive id. From 2012 onward (i.e. beginning with version 3.4), they appear as both a previous id and an active id.

### Complication:

Leaving the original user ID in the ACTIVEID list instead of moving it to the INACTVID list is considered a bug. In the next Symphony update (which I anticipate sometime in spring 2015), there is a new property which will move the previous user ID to the inactive ID list as expected when cards are marked lost.

### Process:

Given the complication above, I'd like to start by removing only those LOSTCARD records which were marked lost between 2005-2009. There are approximately 15,000 of these. I would run this report in mid-January 2015.

I'll then look at ways to remove those records that have been marked as LOSTCARD from 2010-2011. Finally, there may be a way that we can clean up our user records' ACTIVEID field to remove the old user ids for records marked lost from 2012-onward which would also make these records eligible for removal in future.

After our next upgrade, I'll then pair the remove LOSTCARD report with the remove expired user report (so the LOSTCARD report would remove records marked lost more than three years previous) and schedule it along with the regular December maintenance reports.