**NEOS Access Services Standards Committee Meeting**
Thursday, April 9, 2015 @ 9:30 am
Location: Professors Emeriti,  Cameron 3-03

**Minutes**
Present: Karen Hildebrandt (Concordia), Karina Dunn (Vanguard), Roberto Pellegrino (AITF-MW), Nick Ursulak (MacEwan CC), Lana Thompson (MacEwan ACC), Donna Gordon (AHS-Glenrose), CJ de Jong (UofA), Chris Adams (AGL Practicum), Laura Lemmens (AGL), Peggy Morgan (ITS/UA), Marg Sheppard (NorQuest), Anne Carr-Wiggin (NEOS), Bonita Bjornson, Chair (King's)
Teleconferencing: Della Nelson (Keyano), Laura Somerville (Lakeland), Lyndsey van der Hoek (Olds), Barbara Mahoney (RDC), Cathy Hendry (GPRC), Wilmer Tenerife , CUC

1.  Bonita called the meeting to order at 9:32 am. Welcome and Introductions.

2.  Previous Meeting Minutes were approved.

Upgrade to Symphony 3.4.1 Service Pack 5 – Peggy Morgan
**New Version:**
We will be upgrading to Symphony Workflows 3.4.1.5.1098 (aka Service Pack 5 or SP5)

**Testing:**
Since this is a minor release and there is not a lot of time before the upgrade, the ITS SIR team will test the new version. We expect to start the week of April 13th.  It will be important to test the new enhancements, as well as to investigate the problems mentioned on the SirsiDynix listserv or in subsequent release notes.  Of particular note:

1.  Transaction stats reports (especially for user cat 1-5) – stats may be incorrect
2.  Notice reports – customized subject lines can interfere with notice generation (we currently use customized subject lines).

**Downtime**:
Staff should expect to be down Tuesday morning, April 28th.  There is no need to mark calendars closed or to suspend reports.  There is also no need to update Pocketcirc. Staff may want to backdate all returns once Symphony is available again.


**Release notes for both SP4 and SP5**
Read the release notes in order (as enhancements, fixed bugs or known issues in SP5 follow from what is mentioned in SP4).

**Enhancements to note**

1.  Email of checkout receipts - Staff will now be able to email checkout receipts.  An enhancement in SP5 also prompts staff to request and enter an email address if the user record doesn't have one.
2.  Notices - we now have the option to exclude a user's primary address on notices.  Currently, we do include patron addresses on all our notices.  **DECISION required.**  We have decided to exclude primary addresses on notices.

3. Note field added to bill record – staff will be able to enter a customized message to associate with a bill record. **DECISION required.** We have decided to enable this new note field to display in all appropriate wizards. Note: We will not enable the note field in the CheckOut and Renew User wizards as this requires that User Transaction Lists be displayed which currently do not display because of privacy issues with inactive charges.

**Bugs**
Corrected in SP5 (in theory)

1. Some sites reported that the first notice in reports was not being sent or that problems with the email language report option prevented reports from running. Supposedly fixed in SP5. If not, all notice reports may have to be rescheduled using delivered templates only, ensuring that subject lines are entered to reflect current practice.
2. Receipts – even if emailing, a paper copy still prints unless staff do a workaround (i.e. open a new wizard before closing checkout wizard)
3. Transaction Stats report reporting inaccurate user cat 1-5 stats for transactions logged prior to SP4. Supposedly fixed in SP5 but listserv still mentions problems.
4. Clean holds shelf report error messages - some sites are unable to process some items, especially if the automatic transit items option is checked in the Clean Holds Shelf report (it is in our version of the report). Supposedly fixed in SP5 but the listserv still mentions problems.

Outstanding

1. Cannot create material bookings for longer periods than the assigned circ rule. Fixed in Symphony Workflows 3.5. This will only affect Materials Booking libraries - AGL, AHS.
2. Overdue Notices report - sometime fails to complete. Untranslated labels - Symphony inserts an untranslated label into the subject line of notices that don't have defined subject lines. Fixed in Symphony Workflows 3.5. Will investigate to see if this will affect our notices or if rescheduling all notice reports using delivered templates corrects the problem.
3. If an item is put into transit to fill a hold and then the hold is cancelled, the item is not checked in when discharged through SIP (aka the self-checks). No correction yet. This will only affect self-check libraries that allow the discharge function at their self- checks.

3. TAL Procedures – Anne Carr-Wiggin
Every month there seems to be duplicate TAL cards although there should only be one record. When renewing a TAL patron card or registering a new TAL Patron do a search by name to make sure patron doesn't have multiple records in the system. Search by first and last name. Duplicate TAL patron cards will be Barred. The note for a Barred TAL card will explain which barcode should be used. You can use a sharpie to cross out the barcode that is no longer valid. If the TAL patron has multiple cards offer to shred the barred/expired card. Please note: Barred cards can only be done manually and need to have a note as to reason, initials and date.

4. Centralized ILL – CJ De Jong
   Since January five institutions joined the centralized ILL pilot. CUC, CUA, Grand Prairie (both locations), RDC and King's. Lakeland just applied to start the process. Patron requests are going directly to the UA ILL Dept. via the forms provided by UA/Relais. Of the five libraries they have received 2000 requests. Most are article requests and what can be supplied via UA, based on copyright. Otherwise they bring in from another library.

5. Changes to AGL and AHS – Anne Carr-Wiggin
   AHS will be adding 7 Calgary sites to NEOS, five are hospital based. Timeline by end of May. The new sites will still need to be assigned codes but are:
   Rockyview General Hospital, Women's Health Centre, AB Children's Hospital, Tom Baker Cancer Centre, Peter Lougheed Centre, Holy Cross (no collection) and South Health Campus (no collection).

6. Transit 10+ - A question was raised about the Transit 10+ list and the contacting of owning libraries as soon as the report goes out. Some libraries find that they mark items missing only to receive them in transit shortly after.
   Peggy suggested that if libraries are checking the Transit 10+ and the Pending Transits Report (via Wizard) that this would eliminate the middle man of us emailing other libraries. An option to change the report to 12+ was brought forward but the group voted to remain with the 10+ and to add the checking of the pending list.

7. Alberta Innovates – Technology Futures – As of March 31 AITF Calgary will no longer be a pick-up or drop-off location for NEOS. Items requested from Calgary Library holdings will be circulated from AITF Millwoods location. Roberto is the new AITF representative for NEOS Access Services Committee.

8. NLL Trac Pac Libraries – Laura Somerville
   Northern Lights Library System (NLL) is replacing the paper TAL cards with plastic NLL cards that have no expiry dates or the option to put on additional barcodes. The recommendation was to provide the paper TAL card to the patron with the NEOS library barcode attached. Anne gave some background on the ME card. The NLL card is similar the ME card. If the ME card is successful it would/could replace the current TAL card but it's not a TAL initiative. NEOS exec has received information on the ME card but TAL member libraries have made a commitment to the TAL Card program. If NEOS libraries have L-Pass their patrons can register for ME Card at http://melibraries.ca

   A decision was made to form a committee to investigate the implications of using the barcodes from different library systems rather than issuing separate TAL cards. CJ, Anne, Laura L. and Karen H. volunteered to serve on the committee.
   Anne reported back after the NEOS Executive meeting that they didn't wish for this committee to move on this investigation at this time.

9. New member implementation and training plan/checklist – Anne Carr-Wiggin
   This is one of the actions of the NEOS Strategic Agenda. We do have a checklist and training plan but would like to have a more comprehensive plan. Over the summer a group from technical services and access services will work on this plan. Anne, Bonita, Margaret, Lana and Donna will work on the plan for Access Services.

10. Discussion for refunding if patron finds a lost book that has been paid for.
    A discussion was held on what NEOS member libraries do if their patron has paid for a lost book but finds it shortly after. Do they refund? Give the patron the book? Each library had its own process based on their institutional policies.


Meeting Adjourned 11:22 am.

Next meeting.  Thursday, September 17, 2015

Minute Taker:  Karen Hildebrandt