NEOS Access Services Standards Committee Meeting
Cameron Library 5th floor, room 5-07A in Learning Services
September 27, 2016
Minutes

Attendance: Karen Hildebrandt (Concordia), Bonita Bjornson (King's), Lana Thompson (MacEwan),
Marg Sheppard (NorQuest), Anne Carr-Wiggin (NEOS), Peggy Morgan (UA/ITS),
Karina Dunn (Vanguard), Laura Lemmens (AB Gov), CJ de Jong (UofA), Roberto Pellegrino (AITF)
Teleconferencing: Lyndsay van der Hoek (Olds), Barbara Mahoney (RDC), Corinne Hope (Keyano),
Wilmer Tenerife (Burman)

Bonita called the meeting to order at 9:36 am and welcomed everyone to the meeting.

1. The previous meeting minutes were approved by consensus.

2. New library fines policy and loan periods at the University of Alberta for primary borrowers: CJ de
    Jong shared that the U of A has changed borrowing privileges for all their primary borrowers to
    term loan (See UofA website Services/Policies https://www.library.ualberta.ca/services/library-
    cards-and-borrowing) They have removed fines on their items except for Recalls, ILLs, NEOS
    secondary clients,, Reserves. All items have Term loans except for Curriculum, local loans and
    maps. These items now have a 3 week borrowing period rather than two weeks. This allows the
    materials to be recalled. Recalled items are charged overdue fines of $5/day to a maximum of $31.
    Undergrads had previously had a 6 week loan. This makes it easier for staff as all users are the
    same. Easier for mapping etc. They are also looking at moving to reducing the number of profiles
    that they have.

    The Access Services Committee discussed the possibility of a 4 week or 6 week short term loan
    period for NEOS secondary clients. Access Services Committee members should discuss this with
    their home libraries, and comments and concerns should be brought to the November meeting.
    This would or could also affect TAL and External secondary borrowers. It could also affect libraries'
    annual assessment slightly, as circulation is one of the factors in the calculation.
    Actions for committee members:
    *   Have your home library consider the option of 4 or 6 week loans for NEOS Secondary Clients
        (clients of NEOS libraries borrowing from another NEOS library)
    *   Consider how this might affect your own loan period for your primary clients.
    *   Consider whether this should affect External clients including TAL External clients. Under the
        new policy, External clients including TAL External clients have the same privileges as
        Secondary clients.
    *   Review your data in Director's Station – loans, renewals, secondary and external clients.

3. Change to UAlberta's Recall Notice: **Background information - Recalls**

    There are two steps to the recall process:
    1) The recall report (scheduled as Hold Recall). This report's selection criteria is based on the
    item's original due date and sets recall due dates seven days from the date the report is run.
    The recall due date appears in a patron's checkout folder along with the original due date.

The selection criteria for this report will not change.

2) The recall notice reports (there are two reports scheduled in Symphony: Notices - recallUA and Notices - recallsNEOS). These reports generate the recall notices.

Recall notices are currently generated based on the date due. **They are not sent for items due in less than seven days or for overdue items.** This was done intentionally to avoid sending recall notices to patrons whose items were due imminently or to patrons with overdue items.   Even though these patrons don't receive recall notices, they still incur recall fines if their material is not returned by the recall due date.

The UA Public Services Managers have requested a change in the selection criteria for Notices - recallUA report. Recall notices to UA faculty, staff and students would now be based on the **date recalled and would be sent to everyone, including those users whose items are due in less than seven days and those patrons with overdue items.** In those cases, the recall notice would indicate that the **new due date extends past the original due date.**   They would incur recall fines if their material is not returned by the recall due date.

4. NEOS Bins, one bin proposal
   CJ de Jong noted that BARD is looking at one bin style and colour for all NEOS with an insert to indicate where the materials are to go. This would streamline the sorting process at BARD. Individual libraries will not have to purchase the bins. Will be looking at the process over the next few months and when it will be implemented. Libraries will get their own coloured bins back.

5. Bill wording change – "Owning Library"
   CJ de Jong brought forward a wording concern from the U of A financial department. Decided to leave wording as it.

6. Update from the NEOS Barcode Group
   The group has adopted a terms of reference at a committee level. Have contacted TAL. Definitely will need to do more work including surveying other libraries on their barcode ranges. Will bring more information to the Access Services Committee as the work proceeds.

7. BLUECloud Anayltics : Peggy Morgan reported that in late spring 2017, BLUEcloud Analytics will replace Director's Station as a way of producing customized analytical reports. Training sessions have begun among a small team comprised of members of UA ITS and UA cataloguing staff. Once they have finished training, they will start to build templates of reports that staff currently run in Director's Station.

   By the end of October, please send Peggy a list of reports that your library regularly runs in Director's Station, including fiscal reports. Describe the report and the kind of information you want from those reports.

   When Analytics is implemented there will be 15 spots for creators. These spots will be allocated to identified NEOS staff members and all NEOS libraries will be able to make use of the identified staff and will be able to request reports, manage reports that have been run in Analytics. Online, self-paced training will be available for staff through the SirsiDynix Mentor Program in early 2017. Apart from Analytics, BLUEcloud also has modules such as cataloguing, circulation, and

reserves. Not all modules have full functionality yet. The ITS team will start to evaluate these modules in 2017.

8. Team Training, training plan and training materials for Northern Lakes College (Slave Lake)
   Anne Carr-Wiggin spoke about Northern Lakes College as an anticipated new NEOS member. Application hasn't yet been formally accepted. They are already a SirsiDynix system but will need training. Go live is anticipated for next spring/summer. A training team was established: Bonita, Karen and Marg.

9. Addition to Policy on Sharing Materials
   Directors asked the Access Services Committee to include in policy the practice of discharging and checking out of items that have reached their renewal limit. Anne Carr-Wiggin will take the recommendation to Executive and Directors:
   Section 2.2.5 to include "When an item has reached its renewal limit staff may discharge it and check it out again as long as there are no holds. The item has to be physically present."

10. TAL Borrowing Privileges
    Lana Thompson brought up a problem TAL borrower that borrowed 88 items but hasn't returned any of the items. 55 from MacEwan and 33 from UofA. Currently TAL and NEOS externals do not have a limit. MacEwan would like to suggest a generous/reasonable limit such as 25 items. We will look at what current TAL borrowing numbers are. If a recommendation is made for a policy change, this will go to the next directors meeting. To be further discussed at the November meeting.

11. Next meeting November 7 or 8. Bonita will send out doodle poll. Primary discussion will be on short term loans within NEOS. We need to consider our item types and borrowers such as TAL and External and bring back the information to the meeting.

12. CJ was asked about the MiiScan project. This has been on hold during the Rutherford renovations. He said that University of Manitoba has implemented it.

13. Meeting adjourned 11:16am

Minutes: Karen Hildebrandt