NEOS Access Services Committee
May 11, 2021, 1:00 pm
Minutes

P = present   R = regrets G = guest

P	MacEwan University - Lana Thompson (Chair)	P	NEOS - Ann Carr-Wiggin (Manager)
P	Alberta Government Library - Paul Pype	R	Newman Theological College - Jim Derksen
P	Alberta Health Service - Melanie Belliveau	P	Northern Lakes College - Kaitlin Kirk
P	Alberta Innovates - Roberto Pellegrino	P	NorQuest College - Samantha Nugent
P	Burman University - Wilmer Tenerife	R	Olds College - Kelsey McMann
P	Concordia University of Edmonton - Debbie Quast	P	Red Deer College - Barbara Mahoney
R	Covenant Health - Tara Sommerfeld-Gladue	P	University of Alberta - Natalya Brettle
P	Grande Prairie Regional College - Amanda Wills	P	Vanguard College - Karina Dunn
P	Keyano College - Kathleen Brennan	P	University of Alberta ITS - Scott Davies
P	King's University - Bonita Bjornson	P	University of Alberta ITS - Elaine Coupland
P	Lakeland College - Kathy Williams		

1. Approval of Agenda
   The agenda was approved by consensus – 2 additions requested
   - Fines related to recalls
   - Symphony web security

2. Approval of Minutes from March 31, 2021 meeting
   The minutes of the March 31, 2021, meeting were approved by consensus.

3. Policy on Sharing Materials Revision (Appendix changes) - confirm recommended changes
   Note of clarification:
   - We can manually mark Claimed Returned items Missing using the Mark Item Missing wizard if the patron has returned or paid for the lost item, or Mark Item Lost wizard to generate a bill to the user. Claimed Returned items are checked out to users and so it is ok to mark them Lost.
   - Items that are already marked Missing should not be marked Lost because they are not checked out to users. (Missing=item can't be located on the shelf, Lost=user has lost the item).
   - We confirmed by email, the decision to recommend the change to the policy.
   - Anne will take the recommended changes to the directors meeting on May 28, 2021.

4. AGL Closure - AGL items checked out to non AGL users
   - AGL is making it a priority to recover items borrowed by AGL users that belong to other NEOS libraries.
   - AGL will be able to receive RCRF bins until the end of Aug
   - Scott (thumbs up) will run a report to identify AGL items that are on loan to other library users. Libraries can follow-up by email or phone with their own users who have these items out.

5. AHS exemption for post-secondary libraries to re-open
   - AHS did not consult any post-secondary library directors
   - There has been some discussion at the director's level – many libraries opting to remain closed

6. Recalls - discuss when to resume recall notices
   - We were thinking about resuming recall notices after May 31, 2021
   - Last year recalls were started in mid September.
   - Recalls cannot be serviced unless libraries are open – Leave this until Sep 30, 2021, which is the current term loan due date

- UA is considering removing the $5.00 recall fee on its own items for its own users. UA is keen to eliminate or reduce fines as much as possible.
- UA would like to see overdue fees eliminated for external borrowers (this is all or nothing – needs to be agreed NEOS wide) – revisit limits / parameters
- UA cannot accept payments for external or secondary users. Other options for fee payments - Kings is developing a central online payment portal. MacEwan can accept in person payments.
- Add fine payment option to the NEOS status dashboard – **Scott** will work on this
- **Add Recalls to the agenda for next meeting**

7. Regular Bills Notices - discuss when to resume
   - Sent out bill notices in March and April – limited to Lost bills
   - Consensus to skip bill notices in May. Will consider restarting bill notices in June.
   - 3458 notices sent out on April 20 - now have 3028 remaining – over 400 bills cleared

8. Symphony Web Security
   - Second layer of security will be implemented – July 1, 2021
   - Those who use the web client will receive a new password and new url – everyone will then have 2 logins
   - You will be able to change the passwords but you will have to put in a request to change the system generated password - it will have to be a long password (16 characters) – every staff person will have their own
   - UA is a different active directory

9. Role of Chair
   - Lana needs to step back ☹ - thank you for your fantastic contribution!
   - If you are interested in this position you can email Anne
   - You can also email Lana and/or Bonita if you want to know their experience

10. Date for next Meeting?
    - Early Aug?
    - Scott might need to know what to do in regards to bills – Scott will purse via the listserv
    - Farewell to Paul and Best Wishes!