

**NEOS Access Services Committee Meeting**  
**February 08, 2022**  
**Minutes**

**Attending:** Samantha Nugent (NorQuest College) (Chair), Roberto Pellegrino (Alberta Innovates), Melanie Belliveau (Alberta Health Services), Wilmer Tenerife (Burman University), Debbie Quast (Concordia University of Edmonton), Tara Sommerfeld-Gladue (Covenant Health), Eden Murray-Black (Grande Prairie Regional College), Bonita Bjornson (King's University), Kathy Williams (Lakeland College), Trish Hurlbert (MacEwan University), Kaitlin Kirk (Northern Lakes College), Jon Newman (Olds College), Barbara Mahoney (Red Deer Polytechnic), Cayla Thorlakson (Vanguard College), April Fodor (University of Alberta ITS), Anne Carr-Wiggin (NEOS), Elaine Coupland (University of Alberta ITS), Kathleen Brennan (Keyano College)

**Regrets:** Natalya Brettle (University of Alberta), Jim Derksen (Newman Theological College)

**Guest:** Sean Barr (UAL)

1. Approval of Agenda
  - a. Items 4) and 6) added to the agenda
2. Approval of Minutes from [January 6, 2022 Meeting](#)  
The minutes were approved by consensus.
3. Announcement - Grande Prairie Regional College will soon become Northwestern Polytechnic - **Eden**
  - a. Rebranding is due to begin in March
  - b. Elaine asks Eden to submit a ticket to begin making necessary changes in WorkFlows
  - c. Eden permits staff to share the news amongst their teams
4. Government Library- Outstanding / Lost Items - **Kathy/ Anne**
  - a. Some AGL items were never returned and have now rolled into Lost status. There is no home library for these items, so there is no way to pay the replacement fee. Fines have been forgiven or cancelled.
  - b. As a result, libraries that have asked to take ownership of AGL items may find discrepancies between their requested items and the items they receive.
  - c. Elaine encourages libraries to claim their items. They will not be held indefinitely.
5. Special handling charges on courier invoices - **Eden**
  - a. Eden has noticed charges for "special handling" on some of GPRC's courier invoices
  - b. Eden is wondering if there are other libraries receiving these special handling charges (charges range from \$12.50 to \$22.50 each time).
  - c. Several libraries noted that they have not had the same problem.
    - i. This included other libraries that use Loomis for NEOS connect.
    - ii. Sean noted that this is not an issue known to or within the control of RCRF.
  - d. Those who do not know if they are impacted by the issue will check and let Eden know.
6. BCA Reports/ Patron Blocks - **Jon**

- a. Jon asks how to pull circulation reports from BCA that include patron data.
  - i. Elaine notes that BCA User IDs can be converted to Symphony Barcodes using the Schedule New Reports function in the JReports WorkFlows profile.
  - ii. Identifying patron data is not populated in BCA to protect patron privacy.
- b. Jon asks the committee if anyone else has experienced an issue where a missing item disappears from a patron's account and can no longer be tracked back to the last borrower.
  - i. Elaine asks Jon to submit a ticket the next time this happens.

7. Secondary borrower loan period extension

History of this discussion:

- a. Carried over from August, October, and November 2021 meetings : Reconsideration of earlier discussion about increasing secondary client loan periods - [Results of original survey](#).
- b. Members consulted with their libraries and completed a survey. The results of the survey were discussed in November. A summary of the discussion can be found [here in the November 16 meeting minutes](#).
- c. The issue of recalls was identified as a possible sticking point and a working group was formed to consider our options.
- d. The working group's discussion is [summarized here](#).
- e. The committee decided to move forward with a trial of 3 week loan with 4 renewals starting during the quieter summer months.
  - i. The trial will be presented to patrons as a pilot project.
  - ii. Libraries currently offering their primary borrowers 2 week loans are encouraged to take this time to familiarize themselves with recalls.
  - iii. Recall periods will remain the same across the board: 1 week guaranteed loan with 1 week to return the item after a recall is initiated, which grants borrowers a minimum of 2 weeks with the item.
  - iv. The success of the pilot will determine if it ends before fall term or continues.
- f. Anne will let Directors know about the pilot project and if continued, the change in policy will be approved by Directors in May.

*\*FYI - implementation timing note from U of A ILS Team: There is no capacity to work on the systems side of this until sometime in 2022.*

- 8. Discuss adjusting loan periods for secondary borrowers : Non-print material - **Samantha/ Anne**
  - a. Some libraries have different loan periods for different item types that circulate within NEOS (media, print materials, etc).
  - b. Elaine will gather information about non-print material loan periods and bring it forward to the next meeting for consideration.
- 9. Digitizing for Accessibility Initiative - Loan Period for Items Being Scanned - **Samantha/ Anne**
  - a. Project overview
    - i. The U of A offers students with print disabilities access to the Internet Archive's Print Disabled collection. Print items not included in their collection, or the

- publicly available Internet Archive collection, can be requested. The Internet Archive digitization team does the work of creating high quality scans.
- ii. This service will be made available to the rest of NEOS in 2022. A designated staff member from each library will work with their organization's disability services department to facilitate requests and deliver scans.
  - iii. Circulating items from any NEOS library may be "borrowed" and used for digitization. The Digitization for Accessibility team will oversee the movement of these materials.
- b. What is an acceptable loan period for items sent in for digitization?
    - i. The Committee discussed the possibility of a 6-week loan, to avoid recalls, but ultimately decided that a regular loan will suffice.
    - ii. Anne notes that the demand is low and the turn around is often quick.
  - c. Do we need to consider library-use only items and Reserves separately?
    - i. The Committee decided that requests to use Reserve and library-use items will be granted or denied on a case-by-case basis.
    - ii. It will not be possible to place holds on these items, so a conversation between the owning library and the Digitization for Accessibility team will be necessary any time this occurs.
    - iii. Non-catalogued items were discussed. It was decided that only items from the NEOS libraries' collections will be made available for digitization.
  - d. What communication should occur between the Digitization committee member placing the hold and the loaning library?
    - i. The Committee decided that no communication is necessary unless the item is on Reserve, library-use only, or otherwise not readily available for loan.

10. Circulation Operations Reports - NEXT\_HOLD Report - **Elaine**

- a. Elaine notes that she will continue to run the circulation maintenance reports (for example the NEXT\_HOLD) that Scott used to receive to his email, but they will be delivered to NEOS libraries through automated messages.
  - i. Please provide Elaine and April the email to which you would like to receive these reports.

11. Two-year missing processes - **Elaine**

- a. The two-year missing report will run this May.
  - i. The list will reflect a backlog and may be longer than usual.
- b. Elaine asks if libraries are ready for this report to run.
  - i. The Committee did not express any concerns.
  - ii. Elaine notes that the purge of items on the report will not occur until March 2023, so there is time to complete the search.

12. Next meeting: April 26, 1:00pm