

**NEOS Access Services Standards Committee Meeting**  
**RCRF**  
**October 1, 2018 @ 9:30 am**  
**Meeting Minutes**

**In Attendance:** Bonita Bjornson (Kings), Peggy Morgan (UofA/ITS), Anne Carr-Wiggin (NEOS), Roger Salus (Covenant Health), Sherri Smith (NorQuest), Karina Dunn (Vanguard), Laura Lemmens (AB Gov't Library), Lana Thompson (MacEwan), Debbie Quast (Concordia), Roberto Pellegrino (AITF), Natalya Brettle (UofA)

**Teleconference:** Deanna Walker (Olds), Kathy Williams (Lakeland), Barbara Mahoney (RDC), Wilmer Tenerife (Burman), Shiloa Thomas (Northern Lakes), Melanie Belliveau (AHS), Brenda Zimmerman (GPRC), Sarah Schmidt (Keyano)

**1. Call to order/Welcome/Additions to Agenda: 9:30 AM**

Lana welcomed everyone and members introduced themselves. No additional agenda items.

**2. Approval to Draft Previous Meeting minutes:** Approved by consensus

**3. Shared Materials Policy proposed changes - Anne**

Anne went over the changes in the Shared Materials Policy that the small group (Anne, Lana Thompson, Peggy Morgan, Laura Lemmens, Bonita Bjornson) discussed and proposed. Some minor changes to some wording was recommended. Bonita submitted a motion to accept the changes to the Policy ; seconded by Debbie. There were no objections. The Policy will now be submitted to the NEOS Directors for consideration and acceptance at their November meeting.

**4. NEOS differential fine threshold for equipment – Lana**

MacEwan circulates equipment (laptops, ipads) for their students. Currently, the overdue charges for equipment is \$5/day. This means that the student will have the equipment for only 7 days overdue before they reach *\$31 which is the maximum fee charged for overdue items*. Question: Could this \$31 threshold be increased? To \$50? 60? Natalya suggests \$50 makes sense. Natalya asks: Is this for equipment only or across the board? Peggy indicates that the \$31 max rule is based on \$1/day (for a month). She says that much needs to be changed in Symphony if we decide to change the \$31 max rule. A total configuration change would need to be done. This is not a small change and would require a more thorough future discussion. Barb asks: Can we add a dropdown list to WorkFlows with a list of replacement costs? Lana suggests that we take this suggestion back to our libraries for further discussion. *We'll set another NEOS-Access meeting in late October/early November to discuss Fine thresholds and standard replacement costs.*

**5. Reserve desk hours wizard - Peggy**

WorkFlows allows for libraries to set their own reserve desk hours. Peggy indicates the U of A has done a pilot and the results have been positive. She suggests this functionality can be accessed by other NEOS libraries that run a reserve desk. Libraries can set their own hours. However, you don't only have access to your reserve desk, but every other reserve desk in NEOS. Any errors made are difficult to undo. Libraries wishing to have access to the reserve desk hours wizard are asked to email Peggy so she can set up an account.

## 6. Aged Fines follow-up - Peggy

Aged fines report was run with no problems. Peggy indicated that they will run it again next year. Note: Any NEOS library can run aged fines reports themselves with BCA.

## 7. BCA reports: - Peggy

- **suspending assorted Symphony reports in early 2019**

Peggy has supplied a list of Symphony reports that will no longer be run. There is a template created in BCA for each of the reports that will be suspended. They are available for libraries on an ad hoc basis to run the reports themselves. Libraries should become comfortable running these reports before they are suspended. It is suggested to run a BCA report and compare it to the Symphony report. Lana asks: Are frontline staff running these BCA reports? Peggy says that the BCA person in each library would be responsible for running the report. They would set up a subscription that would be sent to a frontline/generic email. Then frontline staff would access the emailed report. Melanie asks: Are all reports available in BCA? Peggy says that currently, only the reports highlighted in the handout are available in BCA.

- **two year missing**

Peggy says the two year missing report is much nicer in BCA and easier to understand. Peggy will send out a process for handle the report

- **claims returned**

Peggy says that items with a 'claimed returned' status are still attached to the user. This doesn't change until the item gets checked out to the 'missing' user (and the user is not charged) or is marked lost (and the user is charged.)

## 8. Symphony 3.5.3. enhancements, specifically: - Peggy

- **maximum number of checkouts by circ rule or item type.** This could allow us to place limits on the number of current checkouts by item type or circ rule.
- **consolidating library circ map.** Peggy will be consolidating and reducing the lines in circulation maps over the next several months. She'll send all libraries copies of their own maps when the project is completed.

Peggy suggests that libraries consider whether placing limits on current checkouts by item type or circ rule would be useful in some situations.

## 9. Home Library cards as External cards – Anne

NEOS changed the external client policy two years ago – any external borrower can borrow materials from any NEOS library. External clients can use their home library card as their external card assuming the barcode works with WorkFlows. The EPL recently publicized this ability for their clients to use their home library cards at most NEOS libraries, and framed it as a new arrangement, which is not strictly accurate, and there may potentially be people who don't understand the exceptions or differences at some NEOS libraries. There may be an uptick in new EPL external clients. Anne clarified that this is for NEOS External profiles, not TAL Cards, The TAL Card process is unchanged.

**10. NEOS-EXTRN cards- HUBmall residents, not affiliated with U of A - Natalaya**

These patrons are treated as External clients, but instead of being given a 'yellow' external card, they are given a ONEcard. The difference is that these ONEcards are blank on the back. They have all the privileges afforded External clients.

**Next Meeting:** *10:00am* November 8, 2018 @ Cameron Library