

**NEOS Access Services Standards Committee Meeting
Room 4-02 in Cameron Library
November 8, 2018 @ 10:00 am**

MINUTES

In Attendance: Karina Dunn (Vanguard), Peggy Morgan (UA ITS), Anne Carr-Wiggin (NEOS), Laura Lemmens (AGL), Natalya Brettle (UA), Lana Thompson (MacEwan), Roberto Pellegrino (Alberta Innovates), Sherri Smith (NorQuest).

Teleconference: Sarah Schmidt (Keyano), Brenda Zimmerman (GPRC), Barbara Mahoney (RDC), Wilmer Tenerife (Burman), Deanna Walker (Olds), Laura Somerville (Lakeland), Debbie Quast (Concordia), Melanie Belliveau (AHS), Shiloah Thomas (Northern Lakes).

Regrets: Bonita Bjornson (Kings University).

1. Call to Order/Welcome/Additions to Agenda
2. Approval to Draft Previous Meeting Minutes
 - > Correction to dates reference for Executive/Director meetings
3. NEOS Differential Fines for Equipment - Peggy

We talked about the default lost price of \$150.00 which is not working well for circulation of equipment, items that range in prices from \$0.00 to \$8,000.00. We could apply the item price in the item record for specific item types, such as EQUIPMENT and AV-EQUIP. Olds is favourable - even to look forward to doing this with books in future. MacEwan is also excited because they are currently moving to online payment & adding prices to their Equipment records.

Peggy cautions to make sure you have the correct item type for all equipment and enter the item price in those records. We will need to decide on a default \$ if there is no price entered. Item types - there has been a creep over the years of using ones that are not mapped. There ought to be some clarity on which ones we are/should be using and their definitions.

\$31/maximum overdue fine decided in 2001 - 254 circ rules mapped to this that would need to be adjusted - looking at the whole configuration, perhaps there are things that are no longer applicable. Creating a taskforce has been suggested. Revisit the idea of a processing fee (previously subsumed into the default \$150). The danger is that some libraries do not charge

their primary borrowers late charges so if someone keeps the book until LOST-ASSUM, they can return it and not pay any fees. Because it is shadowed after a month of being “assumed lost” - it will never be recalled.

There was a consensus to do a quick fix for lost item price for Equipment and deal with the rest of the fine/fee issues by creating a task force.

Threshold and maximum fines and fees are in not in the Share Materials Policy, so we do not need Director’s approval. (4.3 fines set by each library).

If we change the price in a student’s account (Laura S.) - the changed bill is sent in the monthly notices but the student will still have received their first (incorrect \$150) auto-notice.

A bigger/separate/future discussion about changing all items to reflect actual price of item could be looked into by the Taskforce.

We agreed to go forward with the following decisions:

- a. **IF an AV-EQUIP or EQUIPMENT item is lost, the item is charged based on the price in its RECORD. If there is no price - the DEFAULT is applied. We will leave the default at \$150 for now.** Peggy and Lana will write a recommendation for NEOS Executive, NEOS Technical Committee, and NEOS Directors.
- b. **Create a Task Force to investigate the broader issue of fines/fees maximums/thresholds & billing structure. Taskforce is: Peggy (UofA), Anne (NEOS), Lana (MacEwan), Natalya (UofA), Brenda (GPRC), Deanna (Olds), Laura L.(Gov of AB)**
Will need to consult with collections teams in various libraries

We can give heads up to our various libraries. Anne will let the directors know at Nov 23 meeting and Exec will discuss at Dec meeting. Operationalize at NEOS-Tech after that.

Natalya (out of UA Public Service Council meeting) asks how itypes work for a reserve circ rule around robotics lending at UA - this can be handled within the Reserve Desk functions. Also - how do the itype and format appear together in the catalogue? Referred to Tech Services.

Laura (LKL) cataloguing question about pulling the item price from the PO on Acquisitions?

It could be as simple as pulling a BCA report of items w/o prices and going in to modify each record (easily done within the Circulation wizard, simple “Edit Item” to add prices).

Peggy reminded us that the circ rule references all these and the mapping would have to be rewritten (without getting too complex).

4. Sharing Information about Difficult or Trespassed TAL patrons - Lana & Natalya

An external (TAL) patron causing issues - more behavioural security-type issue is different than circulation issues (which we can put in carefully worded notes in accounts). Does this need a NEOS policy? Because of FOIP concern, we probably need legal advice. **Lana & Natalya will report back.**

5. Heads up Notice statement "Some items are not renewable online": potential revisions?- Lana

We don't want to include examples because some patrons might limit to those items or it might have things some libraries don't lend. Therefore, the head up notice statement will remain the same.

6. Renewals for Secondary, External and TAL clients - Anne

Awareness from Anne - When an item has reached its maximum four renewals, staff can check it in and check it out again as long as there are no holds. This can be done for any person at any library no matter which library owns the item. You will have to do an override when it says "in transit" but please double-check and make sure it does not say "in transit for a hold" before entering the override

7. External cards vs TAL cards - Anne & Bonita

Awareness from Anne - When users register with their home library card, set up the user with an NEOS-EXTRN profile - not NEOS-TAL so that the user has access to all NEOS libraries This can be checked with the Symphony report each day, to proofread any mistakes from the day prior. NEOS_FREE library and NEOS-EXTRN profile.

8. UA-RCRF -Circulation Notes – Peggy

Hathi-Trust item Cat3 = Do not Discard. to avoid accidental deletion during large weeding project, a circ note was added to these 800,000 items. These have now been removed as the new discard procedures prevent the accidental discard in a different way.

Couldn't reproduce the locking screens issue which was reported by Augustana. Possible solution from MacEwan is to update Java When you send a help desk ticket please include Item ID and Patron ID.

Reminder from Natalya - watch the circ notes at discharge. When scanning without looking at the screen, the note will create the same beep as regular discharge and the next item will hit "enter" closing the note, but NOT discharging the next item.

9. Revision for the Policy on Sharing Materials

Anne took the draft revision to the sharing materials policy to Exec and they had a few Q's. so **talk about it with your director** (who will receive the recommended policy revision for the Directors meeting (Nov 23), to be sent out on Friday (Nov 9)). The items most likely to need consultation are: 2.2 library communicating the user's responsibility and transferrable cards etcetera. Appendix A - special client exception, flexibility & permission, autonomy & communication.