NEOS Access Services Standards Committee Meeting
University of Alberta, Cameron Library
October 8, 2019
Draft Minutes

Attendance: Bonita Bjornson (King's), Lana Thompson (MacEwan), Peggy Morgan (UA ITS), Anne Carr-Wiggin (NEOS), Debbie Quast (Concordia), Lucy Wright (Norquest), Karina Dunn (Vanguard), Natalya Brettle (UA), Roberto Pellegrino (AB Innovates), Paul Pype (AGL)

Teleconference: Barb Mahoney (RDC), Brenda Zimmerman (GPRC), Kathleen Brennan (Keyano), Melanie Belliveau (AHS), Shiloa Thomas (Northern lakes), Wilmer Tenerife (Burman), Kathy Williams (Lakeland)

MINUTES

1. Call to Order/Welcome/Additions to Agenda
   Call to order @ 10:02/Introductions/4 items were added

2. Approval to Draft Previous Meeting Minutes
   Approved without changes

3. TAL Card & NEOS External cards for minors – follow up from Spring meeting. Information was shared that if a minor has their own picture ID they are registered; if they do not have a photo ID, then a parent is registered.

4. Extending Loan Periods for Secondary Borrowers – Debbie (Concordia) – Dan Mirau the Director at Concordia had brought this to Executive meeting and it was sent to us. We discussed this issue in Nov 2016, deciding not to extend loan periods for secondary users but agreeing to revisit the issue at a later date. Is it time to explore again?
   Some discussion followed: If we consider extending for secondary users, do we have to do this for external/TAL also? Anne says no. Lana would propose four weeks for secondary borrowers only. Is it possible to change the length of time for recalls from two weeks to four weeks?

5. Things to consider: using the four week example, that would mean that libraries that allow their primary borrowers loan periods of three or less weeks, would be allowing longer loans for secondary borrowers.
   Some libraries don't charge overdue fines for regular loans but do charge higher fines for overdue recalls. For example, the UA charges primary uses $5/day for overdue recalls but secondary users would be fined $1/day unless changes are made. This would need to be reviewed and potentially adjusted. Currently AHS has a majority of primary clients who are off-site, facing recalls on their materials because they have 3 week loans but they lose a week for

shipping. This is quite a challenge. AHS would like 4 week recall limits.   The issues are "when to recall" and "what to charge"?

Anne, Peggy and Lana will form a group to explore the implications of any changes and will share their findings. Any policy changes would be proposed for the May Directors' meeting. Please share this information and talk to your public services people about this.

6. Primary Clients – Definition – Anne – The question was prompted by Taylor primary clients who are not currently taking classes at Taylor. Staff at another library were asked to un-expire their cards. Please note that each library can only modify their own primary users.
Both Vanguard and Concordia students' cards, though the physical card has expired, are rolled over into external user accounts. So, if a Vanguard or Concordia student card seems expired, scan the barcode as the profile may have been changed to external.

7. Lost Books Reimbursement – Anne/Peggy - Reminder that lost/damaged books should be paid at the owning library. Previously, Peggy would run a report and Anne would tell a library whose books were paid for at another NEOS library. Libraries could create an invoice and have the funds sent to them. Now, each library can use BCA to discover this for themselves, and it's up to the owning library to deal with and invoice the library which received the payments. The BCA report is in the circulation folder, then the bills folder, and is entitled "Bills paid for lost and damaged items". (To run the report, you need to include Bill library of "you", bill payment library of "not you"). Also select the appropriate bill payment year. The last time Peggy ran the report was January 2019 for 2018.   Anne will send draft wording to the group for approval so it can be added to the NEOS Policy on Sharing Materials, for approval at the November Directors meeting.

8. SMS notices – Peggy – Heads up that ITS has started to look at SMS messaging, which is now an option in Symphony. This allows some notices to be sent to a users' mobile device. The belief is that it will be available at the end of the year. Four different types of messages can be sent: hold pickup, reminder to return/renew, recall notices and bills. There is a limit of 160 characters to messages. It will be a sign-up system, so it will be an opt-in feature, through My Account. It is in its early days, more information to follow. NEOS Directors will have to decide whether to implement this service as it will be at an additional cost.

9. PIN policy – Peggy – heads up. Kenton Good will be speaking with Directors as to what we need to do within Symphony to mask all of our PINs to comply with correct security procedures. The processes may need to change as to how we would communicate with users regarding their PINs. Currently there is the "What is my PIN?" link available on the My Account page. This will need to be linked to from other libraries' webpages.
Currently, those libraries using EZproxy as their authentication have an issue when their users change their PIN. They are locked out until the patron records are reloaded, which might be 2 days later.
PIN notices should not be emailed anymore, this affects a few libraries. Distance students get

their PIN sent to them but not their barcode. This is not even in the testing stage but more information will be available then.

10. Removing Expired User Records at 2 years old - Peggy - Peggy runs a report annually in December that removes user records expired more than three years. It is suggested that the report be changed to remove user records expired more than two years. Expired users with fines or overdue/lost items are not removed. Most libraries remove aged fines after seven years so these expired records will also be removed at that point. A few libraries retain lost book charges indefinitely so these user records will remain in the system.

11. Closed Dates/days and Available Holds – Peggy – Closed Dates/days and Available Holds – Peggy – Currently users have five days to pick up available holds. The last day the hold is available for pickup never falls on a closed date/day. With the latest upgrade to Symphony, we can now also exclude closed dates/days while calculating expiration of holds. This means that closed dates/days will not be counted in the five day total. The consensus is to make the change.

12. Reserve Circ Rules – Peggy – Peggy created new reserve circ rules with a max of $50/fine. There are two libraries using these rules. It is a bulk change from old circ rule to the new circ rule. Let Peggy know if you'd like a bulk change. Reserve rules could also be changed manually.

13. Barring Clients – local vs. all policies.   This summer a TAL borrower, with a home library of EPL, returned books to MacEwan that had bed bugs, so the books were discarded. EPL was contacted; their policy is to bar the patron, have a face-to-face conversation and offer the patron phone numbers to get information from AHS regarding the infestation. When the client can prove that the situation has been dealt with, their privileges are re-instated. Notes were put onto the MacEwan patron's account, and Lana will share what was put on his account. Previously at UA, information was shared within UA libraries and NEOS when bed bugs were in furniture, and a patron was identified as the carrier. Please see UA's Disclosure of Information Policy, in the context of managing a common program within public bodies. (Link from Natalya - https://www.ualberta.ca/information-and-privacy-office/disclosure-of-pi.html, FOIPP Act - http://www.qp.alberta.ca/1266.cfm?page=f25.cfm&leg_type=Acts&isbncln=9780779788859&display=html)

Meeting adjourned 11:45 am.

Next meeting: March 2020, date TBD