

NEOS Access Services Committee Meeting

June 3, 2020

Online

Draft Minutes

Present: Paul Pype (Alberta Government Library), Melanie Belliveau (Alberta Health Services), Sheila Clark (Burman University), Roberto Pellegrino (Alberta Innovates), Debbie Quast (Concordia University of Edmonton), Tara Sommerfeld-Gladue (Covenant Health), Erika Thompson (Grande Prairie Regional College), Linda White (Keyano College), Bonita Bjornson (King's University), Kathy Williams (Lakeland College), Lana Thompson (MacEwan University), Kaitlin Kirk (Northern Lakes College), Samantha Nugent (NorQuest College), Barb Mahoney (Red Deer College), Natalya Brettle (University of Alberta), Karina Dunn (Vanguard College), Scott Davies (University of Alberta ITS), Elaine Coupland (University of Alberta ITS), Anne Carr-Wiggin (NEOS).

Regrets: Jim Derksen (Newman Theological College), Kelsey McMann (Olds College).

Guest: CJ De Jong, University of Alberta

1. Minutes of April 21 meeting

The minutes of the April 21 meeting were approved by consensus.

2. Lending period for secondary borrowers

The committee continued to pursue discussion of extended loan periods for Secondary Borrowers. Currently there is no consensus on recall fines for Secondary Borrowers. Natalya will revisit with UAL the possibility of charging less than \$5/day for Secondary Borrowers. (\$5 is their current fine for primary clients.) Most other libraries could agree on \$2/day fine for Secondary Borrowers.

Access Committee members may still need to consult within their libraries regarding [results of the survey](#).

- For libraries with 3-week lending period for primary borrowers, can they support/accept a 4 week lending period for secondary borrowers?
- Recall overdue fines – Variation in libraries (up to \$5 a day) Can we find a consensus?
- Have all libraries looked at their circ maps to determine which item types can have extended loans for secondary borrowers?

Anne will update the NEOS Executive on the discussion.

3. Reopening planning

CJ de Jong attended the meeting to update the committee on UAL plans for reopening physical collections and physical delivery.

- When UAL shut down, services concentrated on electronic access, including to Hathi Trust collections.

- Plans are being developed for curbside access to physical collections, from Rutherford Library, initially to primary clients by the end of June, and then to other NEOS libraries' clients. The system is based on the solution Elaine and Peggy developed for Vanguard. The library will be closed and materials will be delivered outside to clients.
- It is anticipated that NEOS Connect will resume some time in the summer.
- Some interlibrary loan services are being provided, including some scanning.

Elaine explained the Vanguard solution, which can be implemented for any library. Holds are placed by primary clients on a library's own collections, and libraries can arrange how the items will be picked up. Clients can only choose their own library for pickup, and a holds picklist is run once a day. There are customized instructions for arranging pickup.

Once libraries have experience with the new workflow and know what their capacity is and what the demand will be, they can plan to extend access beyond primary clients.

There are complex considerations around reopening, for example recalls and fines, and physical access. AHS libraries in particular have a range of issues resulting from closure.

Committee members shared plans for reopening, and will send information on current situations and plans to Anne to be compiled.

Elaine noted that Jim had developed a process for Northern Lakes to enable access for students who do not have physical cards. It was also noted that the plan for encrypted PINs has been put on hold, which will facilitate sharing of PIN information.