

NEOS Access Services Committee Meeting
August 5, 2020, 1:00 pm via Zoom
Minutes

Present: Paul Pype (Alberta Government Library), Melanie Belliveau (Alberta Health Services), Wilmer Tenerife (Burman University), Debbie Quast (Concordia University of Edmonton), Kathleen Brennan (Keyano College), Lana Thompson (MacEwan University), Jim Derksen (Newman Theological 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: Kathy Williams (Lakeland College), Kelsey McMann (Olds College), Kaitlin Kirk (Northern Lakes College), Roberto Pellegrino (Alberta Innovates), Roger Salus (Covenant Health), Katalin Ormay (Grande Prairie Regional College), Shannon d'Agnone (King's University)

Guest: CJ de Jong, University of Alberta

1. **Agenda** – added Reserves-textbooks

2. **Minutes of July 14th meeting** – approved

3. **Reopening planning** –

- Reviewed the survey results to look for consensus and evaluate the exceptions. 14 libraries responded to the survey.
- Most libraries will be open in September for their primary clients and can offer some services to secondary clients.
- Most libraries can restart shipping of items by end of August for shipping of bins.
- General flexibility on restarting recalls, fines, and overdue notices

HOLD PICKUP LOCATIONJ – UofA ITS will configure catalogue so primary clients can only choose their home library as pick up location for holds. Some libraries may need to change their website to redirect users from iLink/eLibrary (the NEOS classic catalogue) to NEOS Blacklight, as this option is not possible in iLink. Put in a helpdesk ticket if you need assistance with this.

We discussed how to handle situations where a primary client is living in the geographic area of a different NEOS library. For example a UofA student taking UofA classes in Red Deer. Could they have their UofA items delivered to Red Deer College? If these situations occur, students can contact their home library and staff can change pick up location in Workflows. ***we will prepare list of NEOS libraries that cannot accommodate pickups from Secondary borrowers, eg. AHS Libraries. For libraries that want to mail items to their primary clients, Elaine said they could set up a DISTANCE option for hold pick up.

OVERDUE fines for secondary borrowers – General agreement to cancel overdue fines for secondary borrowers in the fall 2020. We will send email to NEOS Access Services listserve to notify libraries that weren't able to attend the meeting today. Elaine will make changes in the system so fines will not be accrued for secondary borrowers. Overdue fines will continue for EXTERNAL borrowers

RECALLS – Some libraries would like to see recalls reinstated in the fall term. Other libraries did not express concerns either way, especially since recalls only affect primary clients. Therefore, we reached agreement that recalls will be reinstated on September 1.

OVERDUE NOTICES – overdue notices will be also be reinstated on September 1.

OVERDUE FINES – general agreement to continue the pandemic practice of cancelling overdue fines. Remember to CANCEL overdue fines instead of FORGIVING overdue fines.

NEOS CONNECT – will be restarted on Tuesday August 18th. Do not overwhelm RCRF with backlog of InTransit items. If your location cannot accept items, let Anne know. RCRF will hold those items for now. By the time many libraries reopen in late August/early September, the backlog of intransit items will be processed and returned to their home library.

By September 1, most NEOS libraries will allow secondary users place holds on their items. As stated earlier, pick up location will be a users' primary or home library.

Some libraries, based on institutional pandemic guidelines, will not be offering borrowing privileges to external users. Generally, as a group, we agreed the priority as a consortium was to our primary and secondary users.

Hold pick up notifications will continue to be customized for each NEOS library. Pick up instructions vary depending on the type of access to each NEOS library.

Majority of NEOS libraries will be open in September, but there may be a couple of libraries that need to remain closed, eg. AHS and Covenant Health.

4. Linking from another discovery system to NEOS Catalogue for holds

- a. Can link to record URL:

[https://catalogue.neoslibraries.ca/catalog/\[001CATKEY\]?lib=\[CODE\]](https://catalogue.neoslibraries.ca/catalog/[001CATKEY]?lib=[CODE])

(The CODE can be found by looking at the end of the catalogue login URLs [here](#) - e.g. [AGL=gov](#))

Example: The King's University does this from EDS ("Item Info/Place Hold" link)

<http://search.ebscohost.com/login.aspx?direct=true&db=cat03059a&AN=kings.8522677&site=eds-live>

Or link to hold login URL:

[https://myaccount.library.ualberta.ca/barcode/login?hldCatKey=\[001CATKEY\]&neos=true](https://myaccount.library.ualberta.ca/barcode/login?hldCatKey=[001CATKEY]&neos=true)

(No example, as no libraries currently link from another discovery system to this page)

- 5. Textbooks on Reserves** – MacEwan was looking for a way to allow holds on the textbooks in their reserve collection. After investigating, Elaine concluded that the system will not allow holds on reserve. As an alternate solution, Elaine will create a new item type – TEXTBOOK. MacEwan will remove their textbooks from reserves, change item type to TEXTBOOK, and circ map will allow 2 day loan, no renewals, fines, and allow holds. If other NEOS libraries are looking for a way to circulate their textbooks or reserve items, send a ticket to libhelp and Elaine will work on a solution for you.

NEXT MEETING – Tuesday September 22 at 10:00 am via Zoom. If necessary, we could schedule an earlier meeting or deal with issues through the list serve.

