

## NEOS Access Services Committee Meeting

September 22, 2020 via Video Call

### Minutes

**Present:** Paul Pype (Alberta Government Library), Melanie Belliveau (Alberta Health Services), Roberto Pellegrino (Alberta Innovates), Wilmer Tenerife (Burman University), Debbie Quast (Concordia University of Edmonton), Tara Sommerfeld-Gladue (Covenant Health), Amanda Wills (Grande Prairie Regional College), Kathleen Brennan (Keyano College), Bonita Bjornson (King's University), Kathy Williams (Lakeland College), Sean McCready (MacEwan University), Samantha Nugent (NorQuest College), Kaitlin Kirk (Northern Lakes College), Jon Newman (Olds 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)

**Guest:** CJ de Jong, University of Alberta

1. Welcome and additions to the agenda
  - a. One addition - update on which libraries are doing ILL for physical materials
2. The minutes of the August 5, 2020 meeting were approved by consensus
3. **Brief reopening check in:**
  - a. King's is open with a hybrid model and it's going well; 4 staff; assigned seating; some bookable spots; sanitizing; masks; high workload; accessible book drop with free parking.
  - b. Lakeland has been open most of the time, only closed for 3 weeks; had facilities measure distanced seating; students doing own sanitizing; pick up and drop off available; have informed security about other students needing access; may ask for a student ID card; participating in NEOS Connect; pretty much business as usual except for masks and seating.
  - c. GPRC has been open since August 25; 8 staff working on campus; half seats open - bookable only by GPRC students; no accessible bookdrop; alumni have been mailing books back.
  - d. U of A has had a frenetic dynamic fall; curbside at Rutherford expanded now so more bookable spots for U of A students only; study space in Cameron bookable; distancing; staff at front to help and beyond that just security guards and cleaning crew; some things going very well, some rocky; Elaine, Scott, CJ have pivoted where necessary; overall working well. NEOS Connect working well; materials moving quickly; most libraries are sending and receiving; staff managing well for volume; RCRF pick list is not too bad; moving collections due to Coutts closure.
  - e. MacEwan is fully open although group study rooms are closed; anyone can come; accessible book drops; it's a busy term; distanced seating in library with students sanitizing their own study tables, workstations.
  - f. Concordia has been open since August 17; quiet for attendance; no group study; distanced seating; students sanitize their own spaces; everything is going ok; just started weekend opening; not too busy; NEOS Connect going well slow and steady.

- g. AGL is physically closed but volume is almost normal; holds notices go out at 9:30 am and people can arrange to pick up their items. If no arrangements are made by the end of the day, holds are checked out and put into interdepartmental mail (to their offices) the next morning; access to the library by appointment only - closed stacks - otherwise close to normal volume for circulation.
- h. Olds is open to students staff and to public via authorization from director (Gord Gilchrist) - normally only given for academic online learning; bookdrop is hard to find in loading dock (Jon has added map to the Google doc); back to sending books out; yesterday a U of A student dropped off a lot of U of A books; finished renovations and have new study rooms so good for distancing; mask directive when moving around; green and red signs to show sanitized or not sanitized areas.
- i. Vanguard has a new security system and campus access limited to students and staff; closed for an hour each day for cleaning
- j. Covenant is open with staff there two mornings a week; going well; no outbreaks so in good shape; continuous masking; clean own spaces; didn't officially close, staff had ID card access and could manually sign out items, and library staff went in weekly; now open Tuesday and Friday mornings so can receive NEOS Connect; quite busy; a lot of cleaning protocol to keep staff safe; if an outbreak staff will also wear goggles; everyone signs in and out for contact tracing; some staff working from home.
- k. NorQuest not open yet but will open mid October; book drop open just to NorQuest students and staff; must sign into building; doing curbside pickup at door of library; going well; fairly quiet; most services will stay online; not full service when open; using seat booking tool; everyone is responsible for cleaning.
- l. Alberta Innovates - building closed to public; no drop off; no space for staff to sit or browse; library staff pick materials; staff there two days a week alternating; NEOS Connect twice a week; very happy to have access to all NEOS collections.
- m. Keyano open since September 1 to staff, faculty, and community users; distanced furniture; masks in library; sanitizer available throughout library for users; NEOS connect working; quarantining returns for 96 hours; now open evenings but still not weekends; lab is open to community users with fewer seats; 2 study rooms at reduced capacity.
- n. Northern Lakes is physically closed; can pick up and drop off by appointment; circulation will be as usual starting tomorrow.
- o. Burman classes are online only but there are students in dorms on campus; library is closed to people; book drop accessible; access to campus after check in and answering AHS questionnaire; lending by appointment; students email and pick up at the door. NEOS connect open.
- p. AHS still completely closed; all staff working from home; no non-essential staff on site; planning for return but don't know when; when open will sanitize after anyone touches anything.
- q. Red Deer College is open since Aug 31 with hybrid hours; physically open M-F 8am-430pm and Sunday noon-8PM, all other hours online; using Libcal for bookings; 80 seats available and hit 60 on Friday; working with health and wellness on sanitation stations; masking; anyone can come to campus if they complete safety check, but library just open to RDC students.

#### **4. Lending to External and Secondary Borrowers**

##### **a. Serving Secondary Clients and students from other postsecondary institutions**

During the pandemic some campuses and library locations are very locked down and some are more open and able to serve students and clients other than their own, including NEOS Secondary clients and postsecondary students from libraries beyond NEOS. All libraries are able to serve their own clients (although AHS has some limitations), and there is an evolving situation whereby with collaboration we can serve other clients with access to local libraries' collections and improve their experience during a difficult time. Collaboration is very important and valuable. If other libraries are able to support those libraries able to provide pickup by manually placing holds and mediating access, students can have local access to print collections.

##### ***The need:***

- NEOS Secondary clients who are not living close to their institution because of online classes.
- AHS clients who don't have easy access to AHS libraries.
- Students from other postsecondary institutions who are not living close to their institution because of online classes. Some of these students are covered by the CURBA agreement, and four NEOS libraries are part of this agreement via COPPUL. But the need goes beyond only those libraries in the CURBA agreement, which are mainly larger university libraries.
- Other External clients - non-postsecondary students.

NEOS libraries agreed that their first priority is to their primary clients, then to NEOS Secondary clients under the NEOS agreements, and then to postsecondary students beyond NEOS.

If we are able to serve these students well and if the pandemic situation continues to progress favourably, we will consider serving non-student External clients. Until then, these clients can be directed to their public library for interlibrary loan. CJ mentioned that with recent changes to the government courier there could be barriers in delivery to public libraries. Anne will contact the Public Libraries Branch and explore this. Some External clients may have a relationship with libraries that are able to serve them on a limited basis.

##### ***Our ability to serve students:***

MacEwan is able to enable students to pick up materials on a reasonable scale. Other libraries can enable pick up with some mediation. We will monitor for scale as we don't want to overwhelm these libraries.

##### **LIBRARIES ABLE TO HAVE STUDENTS PICK UP MATERIALS**

- MacEwan - open to pick up during open hours
- Burman - open to pickup via prior arrangement
- Red Deer College - only for NEOS Secondary Clients
- Keyano College Library -
- King's - open to pick up (at main reception) via prior arrangement, contact: [library@kingsu.ca](mailto:library@kingsu.ca). Secondary clients.
- Vanguard College - open to pick up via prior arrangement
- Lakeland - open for pickup/drop off during open hours (8:15 am - 10:00 pm) - all NEOS
- Newman Library - open for pickup and returns during building hours: 8:00 - 4:00. Pick-ups with prior arrangement. Secondary clients only.

Other libraries can help by creating or renewing cards and facilitating communications between the student and the pickup library.

### **LIBRARIES ABLE TO SUPPORT PICKUP LIBRARIES BY CREATING/RENEWING CARDS AND PLACING HOLDS**

Anne will gather more information.

- Burman University
- Concordia University of Edmonton
- Lakeland College
- MacEwan University
- Newman Theological College
- NorQuest College (virtual or phone service only)

**This support would include setting up or renewing profiles/cards for other postsecondary students, placing holds manually and facilitating communication between the client and pickup library because currently External clients cannot receive pickup notices.**

**We'll need to develop procedures for this.**

**If serving these students proves unworkable we'll discontinue it, but will hope it's sustainable.**

#### **b. Hathi Trust ETAS items**

Hathi Trust is an organization that preserves items by digitizing them. During the pandemic they have made available to their members a collection of digitized titles with restrictions. The U of A is a Hathi Trust member and has implemented the Emergency Temporary Access Service <https://www.hathitrust.org/ETAS-Description> <https://www.hathitrust.org/ETAS-member-information> This means that U of A can provide access to a digitized version of HathiTrust titles to primary clients, but they must not circulate the print version of titles they own. If there is only one copy in the system owned by the U of A, other NEOS clients cannot have access to it physically or digitally, but must request it via interlibrary loan from a library beyond NEOS. Anne has inquired about consortial membership in Hathi Trust but there are some barriers, in particular copyright issues - each of the NEOS members owns its own books - and authentication issues. The only consortia-like bodies that have qualified are the large state universities. It doesn't seem at present that this is a viable solution. The Hathi Trust Board will be discussing this type of situation at their Board meeting in late October, because they can see it goes against what they are trying to do. A related problem is that Hathi Trust items already checked out at the beginning of the pandemic are being renewed, which goes against the license.

#### **c. AHS Clients**

The group discussed the situation for AHS clients. Paul offered that they could use the government courier to return items to AGL and Tara offered that they could use AHS/Covenant interoffice delivery to return items to Covenant. They can pick up at libraries enabling pickup. Unfortunately the only NEOS locations in Calgary are AHS locations. There are items in AHS bookdrops that are currently inaccessible.

### **5. External Borrowers**

There are still a significant number of items on loan to External clients and it's difficult for them to return items or pay fines.

The committee agreed to the following.

- The due date for External loans will be extended to October 31 but no further.
- Fines for External clients will be eliminated until January 1. Libraries will use Fines Free Discharge to check in items.
- Staff should encourage the return of items as soon as possible and tell the clients that their fines will disappear from their accounts when they return the items. A list of accessible book drops has been created so that clients can be directed to those. TAL Card loans can be returned to public libraries, and clients can also mail items back to libraries.
- External clients who still have items out will receive a message in October with this information. Anne, Lana and Elaine will draft this.
- Elaine will add a line to all overdue notices to check with your library about how and where to return items.

#### *Other issues*

- Elaine is creating a solution to change the lending period for external borrowers to the normal two weeks. (Workflows currently gives 1 day loan).
- Some loans, including to External clients have been extended and the items are not recallable. Also due to a variety of changes to due dates there may be some unusual situations with recalls. U of A has temporarily eliminated its recall fines but accounts will still be blocked.

#### **6. Reserve Circulation – How are libraries circulating print reserves?**

Some libraries are circulating Reserves/Textbooks. Some libraries noted they were having students sanitize and keep masks on but not quarantining items, and some are having students sanitize/mask and quarantining for variable times.

- King's: one hour reserve in library only, mask, sanitize hands but no quarantine
- Macewan and GPRC : one day loan and three day quarantine
- Red Deer: 2 hour loan, mask, hand sanitizer but no quarantine
- Lakeland: sanitize and quarantine
- Vanguard: sanitize, mask, no quarantine
- Keyano: quarantine
- Newman: scanning or photocopying by library staff upon request. No loans.
- Concordia: no equipment, books only, loan periods vary and three day quarantine.

#### **7. Mailing out materials from other NEOS libraries to accommodate students who cannot pick up items on campus**

Agreed that in unusual circumstances libraries can mail items locally in the same way as is done for distance students.

#### **8. ILL update**

Most libraries are doing physical ILL, including the NEOS Centralized ILL service.

## [Canadian libraries ILL status](#)

### **9. Resetting custom pickup notices to pickup by date**

Elaine will change the custom notices to say that materials will be available until a specific date rather than for the next so many days. Textbooks will continue to be treated differently.

### **10. Limiting pickup locations in eLibrary**

When clients put holds in iLink they can choose a pick up location other than their home library because iLink does not allow for this mapping. They don't receive a pickup notice and they are delayed in receiving the item. All libraries are now pointing to Blacklight so Elaine will remove pickup locations in iLink except for Concordia because they are unable to make it work for WorldCat. There may still be odd Concordia situations but it will be an improvement.

### **11. Running the clean holds shelf and list of shelf daily – implications**

More libraries are now open on the weekend so these notices will now run seven days a week as usual to avoid bottlenecks for these libraries while not overly inconveniencing the libraries that are not yet open on weekends.

**Bonita noted that it's good to see our consortium healthy and well and caring for our clients.**

### **12. Next Meeting - TBA, mid October.**