

**NEOS Access Services Committee Meeting
October 20, 2020
Via Video Call**

Minutes

Present: Paul Pype (Alberta Government Library), Jon Newman (Olds College), Bonita Bjornson (The King's University) Melanie Belliveau (Alberta Health Services), Wilmer Tenerife (Burman University), Roberto Pellegrino (Alberta Innovates), Debbie Quast (Concordia University of Edmonton), Kathleen Brennan (Keyano College), Kathy Williams (Lakeland College), Kaitlin Kirk (Northern Lakes College), Lana Thompson (MacEwan University), Kelsey McMann (Olds College), Samantha Nugent (NorQuest College), Natalya Brettle (University of Alberta), Barb Mahoney (Red Deer College), Karina Dunn (Vanguard College), Cayla Thorlakson (Vanguard College), Scott Davies (University of Alberta ITS), Elaine Coupland (University of Alberta ITS), Anne Carr-Wiggin (NEOS).

Regrets: Jim Derksen (Newman Theological College), Tara Sommerfeld-Gladue (Covenant Health), Roger Salus (Covenant Health), Amanda Wills (Grande Prairie Regional College)

1. Welcome

2. Minutes from September 22, 2020

No changes. Minutes approved.

3. Brief reopening check in

-NorQuest College:

As of last week, the Learner Centre has reopened in a limited capacity.

Service continues online as well as on campus.

Secondary and external patrons cannot be served in person at this time.

Students must book a seat in order to be in the Learner Centre.

Cleaning is done by students before and after sitting down.

Library pick up (formerly curbside pickup) continues at the doors of the Learner Centre.

More than 600 items are still unreturned.

-The King's University:

Open for bookable seats and drop in.

Not open to externals.

Averaging 10-12 people per day

Staff are cleaning on behalf of students using a numbered system.

Staff are keeping up, but feeling strained by staffing constraints. Only three staff members are on site.

Staff perform cleaning before and after students sit down.

Zoom reference is now available.

Bonita reports that re-opening has gone well over all and patrons are happy with the service.

-Vanguard

Open to students for in-person service and browsing.

Operating at half capacity.

Bookings are made on paper.

Staff are still encouraging students to place holds online instead of coming in person.

Cleaning is performed two times per day.

Uptake has been quiet.

-Olds:

Open to staff and students only.

Table sanitization is performed hourly.

Open in a limited capacity, but most students are working on their courses from home, so uptake has been quiet.

-Red Deer College:

Operating with three staff members on site, with support from staff working from home.

Open to students for bookable seats, but secondary patrons may pick up holds.

Approximately 30 – 40 patrons come into the space each day.

There have been two confirmed COVID-19 cases on campus. It was confirmed there were no cases in the Library.

Barb reports that the Library has been busy.

There will be an increase to 40% capacity across the college for the winter term as more services are offered on campus, but the library will remain at 80 seats at this time..

-Lakeland College:

Open to primary and non-primary patrons for hold pick up and library use.

Open evenings and weekends.

Available for drop in visitors, with no booking necessary for students and staff.

Study rooms have become single-person study rooms.

Can be used as a collaborative space when social distancing is employed.

Reasonably busy with 10 – 12 visitors per day.

Students are expected to clean, with staff cleaning once per day.

Chat reference has increased significantly.

-U of A:

Externals are still being asked to stay away from campus. Library staff are advocating to change this.

Curbside service continues to run smoothly at Rutherford as well as Campus Saint-Jean and Augustana.

Cameron Library has opened to staff and students by bookable seat.

Group study rooms are bookable spaces.

As of today, nothing is set to change after winter break.

Chat service continues to go well.

-Alberta Government:

The library remains closed, but holds pickup and delivery by government courier continues.

Paul reports a fairly high circulation volume.

-Alberta Innovates:

Remains closed to the public but continues to offer holds pick up.

Not able to serve secondary patrons.

-Burman University:

Classes remain online, but some students are on campus to work on their courses.

The building remains closed, but holds can be claimed at the doors.

The book drop remains accessible to everyone.

Classes will remain online next semester, so the library is not likely to open soon.

-AHS:

Remains closed and the collection is not accessible.

Will remain closed until at least January.

-Northern Lakes College:

The Library space will remain closed until at least December.

Pick up and book drop services remain open to primary users only.

-Keyano College:

The Library is open to primary and non-primary patrons.

Community member usage was notable when the public library was still closed.

Evening hours available, no weekend hours.

Three people on campus and one person at home.

Three staff members are available on campus while one remains at home.

-Concordia:

Open 7 days per week: 8:30am – 4:30pm Monday – Friday, 10:00 am – 4:00 pm Saturday, and 1:00 pm – 6:00 pm on Sunday

Chat services continue to be offered online, including evening hours on week days.

Two library staff and one IT staff on site.

Student uptake has been a bit slow, with an average of about 25 students per day.

-McEwan:

Able to safely accommodate 221 people.

To date, the largest number of patrons to visit at one time has been 110.

Mask enforcement has been an issue and visitor numbers have dropped since mask rules have become more tightly enforced.

Students are expected to use cleaning wipes available around the Library.

Open to external users and secondary users.

4. External postsecondary student and secondary pick up locations

- It has been noted that some patrons are still finding the iLink catalogue and placing holds on items for pick up at libraries that are not their home library.
 - o Scott has been sending notifications to Concordia, NorQuest, and other libraries when it is noticed that a hold has been placed for pick up at a library other than the patron's home library through the old iLink catalogue.
 - o Anne explains this continues to come up because Concordia uses WorldCat Local and must continue to use the iLink catalogue. All other libraries are mapped, so patrons

of other libraries will only see their home library through the new Blacklight catalogue.

- o Melanie requests an accurate list of libraries permitting pick up for secondary borrowers.
 - o A list can be found in the September 22, 2020 meeting minutes
 - Anne asks that everyone please check this list and make changes as needed. The list is as follows:
 - 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. 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.
- It is noted that patrons of libraries that are currently closed from a systems perspective will not receive holds notifications when their items are ready for pick up.
 - o Anne recommends asking these patrons to keep an eye on their NEOS account in order to know when their hold is available.
 - o Scott recommends AHS find pick up sites that can accommodate their patrons in the Edmonton zone so AHS patrons can be treated as an extension of what those sites can serve from a system perspective.
 - This will eliminate the need for staff to watch for holds.
 - o Scott and Elaine continue to look into this issue.
 - Scott notes that the old iLink catalogue appears in Google search results before the new catalogue.
 - o U of A staff are looking into changing this.
 - Melanie notes that AHS patrons figured out how to place holds online on their own.
 - Bonita asks about the holds process at Taylor Library. It is explained that Taylor staff cannot see patron data for those who are not their patrons, because they are not signatories to the NEOS MOU, so items to be picked up at Taylor by people other than Taylor students must be checked out by staff at Vanguard.
 - A new user profile called NEOS-PS is being created. This profile will be associated with the NEOS Free Library and the NEOS Free Library will map to any institution that has permitted pick up by secondary users without additional permission. The phrasing in the holds notice will be tailored to this purpose. This profile will make CURBA / non-NEOS post-secondary patrons easier to identify. A NEOS-PS account will be available to any post-secondary student who is studying away from their home library. This user group will likely be primarily Canadian students, but it is not limited to Canadian students. A physical card is not needed, but one will be created and set aside. Natalya has created a spreadsheet of barcodes and given those out, but students can get a physical card from MacEwan if need be.
 - o Bonita asks if it is possible to open this up to pick up locations that can accommodate secondary clients when permission is sought in advance. Elaine notes that demand will be judged before anything is customized any further.

- o Natalya notes that there is more of a demand to make loans on this type of profile to be a term loan, or something closer to a grad user profile. Elaine notes that this would duplicate the work so anyone could get term loan. Anne also notes that this would give NEOS-PS users better privileges than secondary borrowers.
- o Lana asks if these users will be able to place their own holds.
 - Yes. The only staff mediation will happen at the circ desk when the accounts are created.
- o Lana notes that MacEwan's circulation desk is not busy so she encourages the Committee to send interested NEOS-PS users to MacEwan.
- o Natalya notes that the U of A can also help create these cards.
- o Elaine notes that this will be put in place in the next week or two.
- o Lana suggests sending an email to users recently set up with a NEOS-PS profile to let them know they can now borrow.

5. Initial discussion about removing fines for regular overdues

-Many libraries and consortia are eliminating regular overdue fines. Currently some NEOS libraries do not charge regular overdue fines for their primary clients and there is normally a \$1/day fine for Secondary clients. During the pandemic primary client fines, and Secondary and External fines, have temporarily been removed. Anne asks the Committee about views on exploring the possibility of permanently removing fines for regular overdue items, while maintaining such fines as Reserves, Recalls, some item types such as equipment, and lost items, across the consortium for some (or all) client types.

-Lana expresses no concern about removing fines for Primary and Secondary borrowers, but she expresses concern about doing away with fines for external borrowers.

-Natalya notes that blocking external patrons is more effective than fining them.

-It is noted that 1 overdue item results in a blocked account for external borrowers.

-Anne puts forward a request for volunteers to look into the issue further

-Bonita volunteers to work with Anne on this.

Next steps: Bring the issue forward for initial discussion at the Director's Meeting.

6. Winter semester

- Elaine asks that any requests for changes to the system be made in December so there is time to implement them before the start of the winter semester.
- Elaine will work on AHS and other closed libraries' issues with notifications.
 - o No major issues are reported by other libraries.
- No major changes are anticipated for the University of Alberta during the winter semester.
- Elaine notes that in the coming weeks NEOS member libraries may receive notices and reports that will help staff address outstanding maintenance tasks and other "housekeeping" tasks left over from the close down, including unreturned items checked out pre-closure and old transit items. Elaine offers to help the Committee navigate some of the maintenance and clean reports created in BCA by Peggy at the next meeting or individually.
- Natalya notes that there will be no staff working RCRF December 24.
 - o Libraries are asked to contact their courier service provider as needed.
- Late fees have been stopped for secondary borrowers for the fall 2020 semester--Lana asks if this will continue into the winter semester.

- o Anne will send out a poll.

Next steps: Discuss winter break at the next Access Services Committee meeting.

Next steps: Discuss the results of the poll regarding the issue of removing late fees for secondary borrowers for the winter semester.

Next meeting: Tuesday, November 24, 2020 at 1:00pm