

NEOS Access Services Committee Meeting

Minutes

Tuesday November 24, 2020

Attending: Anne Carr-Wiggin (NEOS), Lana Thompson (MacEwan), Scott Davies (UofA ITS), Barbara Mahoney (RDC), Paul Pype (AGL), Elaine Coupland (UofA ITS), Natalya Brettle (UofA), Kathleen Brennan (Keyano), Kaitlin Kirk (NLC), Samantha Nugent (NorQuest), Roberto Pellegrino (AB Innovates), Kathy Williams (Lakeland), Wilmer Tenerife (Burman), Melanie Belliveau (AHS), Debbie Quast (Concordia), Cayla Thorlakson (Vanguard), Bonita Bjornson (King's)

Regrets: Olds, GPRC, Newman, Covenant

1. **Approval of Agenda**

2. **Review of Minutes from October 20, 2020**

There was an error on the Concordia report; there were 25 per week rather than daily. Anne will make the change.

3. **Exploration of eliminating fines for secondary borrowers** – Anne Carr-Wiggin (NEOS) and Bonita Bjornson (King's).

There are six libraries currently assessing fees on overdues on their own materials to their primary users. Discussion from libraries that do fine: Barbara (RDC): they've been discussing eliminating fines for primary users, perhaps as early as July 1st. Once that happens, RDC is on board. Melanie (AHS): AHS does charge fines because otherwise they won't get materials back. A doctor had kept a U of A book for 5 years. However she believes that as long as notices continue to go out, they'd be fine with that.

When overdue fees are eliminated, overdue notices continue to go out, accounts show fines accruing, and when the item is returned the fines disappear. When the item moves into lost status, the \$150 appears, and disappears when the item is returned. Lana and ITS will investigate what the notices are in terms of how accruing of fines shows in the accounts and notices. Anne asked those of us who have gone with no more fines for Primary clients to share the difference we've noticed, when dealing with students, with our Directors, to inform discussion at the Directors meeting.

Anne asked if there were any libraries thinking this would be a huge problem. No one replied that it was.

Anne will bring this as a recommendation to Directors that fines for secondary borrowers be eliminated. Anne will share the actual recommendation, to the Director's Meeting!!

Fees will be eliminated going forward; they will not be eliminated retroactively.

Motion: To eliminate regular overdue fees for Secondary clients.

(This would be for regular overdue fees (currently \$1/day) for items borrowed from other NEOS libraries. It does not cover overdue fees for recalls, Reserves, equipment, or fees for lost or damaged items.)

Bonita made the motion, Natalya seconded the motion. Carried.

4. **Cancelling overdue fees for secondary borrowers for Mar. 14-Oct. 5**

Continue with no overdue fees in winter term? – Scott Davies (UofA ITS)

Scott shared a list of overdue fees that accumulated despite the change in rules due to Covid.

Scott would like to cancel the overdue fees shown on the list. He has asked for permission from each library to cancel those fines. Please reply by Dec. 4, 2020

It was decided to continue to cancel overdue fees and continue with the changes that were made due to Covid. (This may be a permanent situation for Secondary client fees, depending on what the Directors' decision is.)

Motion made for continuing with no overdue fees from January to April 2021. Carried.

5. **Bills notices for winter term** – Scott Davies/Elaine Coupland (UofA ITS)
The Outstanding Bills notices that are normally sent on the third Sunday of every month have not been going out. Elaine and Scott will begin the discussion about these notices continuing in January again via email. The email will include statistics.
6. **Items in transit** - recent catch-up work and procedures – Scott Davies (UofA ITS)
There has been an ongoing clean up led by Scott. He is pleased that it is on everybody's radar and happy with getting things out of TRANSIT. When asked what we can do to assist with this process, he suggested that we keep an eye on the reports already being produced.
7. **Policy change – change Library fine to Library overdue fee** – Anne Carr-Wiggin (NEOS)
The committee prefers the word fees rather than fines to appear in the Policy on Sharing Materials.

Motion to approve the changes made by Lana and seconded by Debbie. There was consensus with no objections.

8. **NEOS Connect - Christmas holiday closure** – Natalya (UofA)
The last day for bin delivery to NEOS Connect will be sent via email. UofA will be closed Dec. 24 - Jan.3. Their libraries will be marked closed Dec.23 to Jan.3rd
9. **Hathi Trust wording** (i.e. display text for RESTRICTED home location) - (Lana)
The Hathi Trust wording on the Emergency Temporary Access Service items in the NEOS catalogue is currently unclear to many clients. Would like the wording to be changed from Restricted Access to something that would explain that U of A users can link to electronic but they are not available to any other users. Restricted to UofA Digital Access. Elaine will look at changing the display text and will work with Sam.

Next meeting: January 26, 2021 10 am. Agenda items may include End of Term procedures that were missed last term.

Meeting adjourned 2:24 pm.