

NEOS Access Committee Meeting

January 26, 2021

Via Video Call

Minutes

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

Regrets: Covenant Health, Olds

1. Approval of Agenda
2. Approval of Minutes from January 11, 2021
3. Round Table:

King's:

Will have the courier in place in the next day or two. Are okay with secondaries picking up, but a communication issue remains. Custom notices will be reviewed and created to inform secondaries of how to come on campus and pick up their holds. Max with 2 staff onsite. No reserve. Curbside can include secondary users and is available during building hours.

UAL:

Neos Connect is up and running. Curbside opens tomorrow. Holds being processed and pick ups being scheduled. Cameron Library remains closed, but will most likely open in the near future. The external book drop at Rutherford and Augustana (Camrose) although not being communicated widely.

Red Deer College

Open, business as usual. Limited capacity and courier is back up and running. Have had students from other institutions on site.

Vanguard:

Library is closed, but serves through appointments and is open to secondary lending. Could do externals but need appointment.

Newman:

Only open to NTC students. Currently no study space. The book drop is open and students pick up books outside the library. Modified reserve service - scan to email service only.

Lakeland:

Both campuses are open to primary and secondary students, but not to external. Book drop is open to those who can access campus. Limited seating is available.

Concordia:

Remain closed. Two staff members, twice a week to clear returns and process holds for primary students. Made available through arrangement with security. Plan to start courier February 1st.

AGL:

Remain closed. Staff are now going in a couple of times a week to pull holds. Monitoring volumes and will adjust accordingly. Using departmental mail to deliver to primary users and with bins running will fill secondary holds. Looking at possibly implementing an EPL model of curbside.

AITF:

Building still closed. No drop off available. Staff is onsite and they will fill secondary holds. Bins are moving again.

Burman:

Building closed. Staff are onsite and filling primary holds with a modified curbside service. Would be willing to provide the same service for secondaries. The book drop is open and external and they have their bin service available.

Grande Prairie:

Curbside pickup for primary staff. Book drop is only available for primary users. Bin service will be put back into service shortly. Fairview is not staffed and currently the collection is closed.

Norquest:

Library closed. Offering pickup at the door for primary users. Book drop is only accessible to primary users. Restarting bins this week.

Keyano:

Library is closed. Bin service starting up this week. Lending to primaries only on a modified curbside service. Material available through security staff in off hours. Return bin only available to primary users.

Northern Lakes College:

Remaining closed through the term. Offering curbside pickups for primaries only. NEOS connect resumes tomorrow.

MacEwan:

Closed. Neos connect has started. Using Tech Desk for curbside service. Open to secondaries, but can offer pick up if their card. They must have their card. Externals users, i.e. NEOS-PS will not be able to pick up this term.

4. Plans for lockdown and reopening

All

- NEOS Connect -
 - Up and running for most opening by end of week.
- Shipping
- Holds/borrowing for secondary clients -
 - All in favour of lending to secondaries. Scott will change configuration to take effect tomorrow. As of January 27th users will be able to place hold on partners material.
- Pick up ability - primary clients only, secondary clients, NEOS-PS
 - Natalya will revise the spreadsheet. Second tab of current information spreadsheet and will email when available for updates and confirmation of services currently being offered.
- Return bin accessibility
 - Will be added to the above spreadsheet.
- Extending due dates
 - Previous NEOS due date extensions:
 - NEOS-wide - due dates were extended to Sept. 30, 2020 (except LBUSE and ILL cards)
 - NEOS external/TAL - due dates were extended to Oct. 31, 2020
 - NEOS-wide due dates for secondary/external/TAL plus centralized ILL-BOOK checkouts - items due Dec. 11-Jan. 30 were extended to Jan. 31, 2021 (except LOST-ASSUM)
 - Covenant Health items - items due Nov. 18-Feb. 28 were extended to Mar. 1, 2021
 - AHS items - due dates extended to Mar. 31, 2021

- Discussion about how and why due dates would be moved. Would all libraries move, or would it be library by library? Would all items be moved or selected?
- Can we send notices of some kind to remind users that they have material checked out.
- Lost assumed is another status of checkouts that will need to be dealt with.
- Individual libraries will discuss and submit tickets to the helpdesk and/or have conversations with Scott on how to move forward.
- Scott and Elaine will look at options for a general notice. Will include a statement regarding contacting the home library if they need to return material.

5. Resuming recalls, notices and reports

- Resuming recalls
 - No consensus at this point, so we will monitor and revisit.
- Resuming assumed lost notices

- Stopped last week. Should they stay off or should they be turned back on. These are items past their due dates. General consensus is they should be restarted. Scott will work to reschedule and startup for February 1st.
- Resuming Clean Holds Shelf report
 - Started for those who were filling holds earlier this month. Will resume for the remaining libraries on Wednesday, February 3rd.

6. Timing for rollout of Secondary borrower fines elimination

- Director's approved at the November meeting. Policy will officially come into effect in July 2021. There will be no public announcement to avoid confusion for patrons.

NEXT MEETING - February 23, 2021