

NEOS Access Services Committee Meeting
October 5, 2021
Via Video Call
Minutes

Attending:

P = present R = regrets G = guest

P	NorQuest College – Samantha Nugent (Chair)	P	NEOS - Anne Carr-Wiggin (Manager)
P	Alberta Health Service - Melanie Belliveau	P	MacEwan University – Trish Hurlbert
P	Alberta Innovates - Roberto Pellegrino	R	Newman Theological College - Jim Derksen
P	Burman University - Wilmer Tenerife	P	Northern Lakes College - Kaitlin Kirk
P	Concordia University of Edmonton - Debbie Quast	R	Olds College – Jon Newman
P	Covenant Health - Tara Sommerfeld-Gladue	P	Red Deer College - Barbara Mahoney
P	Grande Prairie Regional College – Eden Murray-Black	R	University of Alberta - Natalya Brettle
P	Keyano College - Kathleen Brennan	P	Vanguard College – Cayla Thorlakson
P	King's University - Bonita Bjornson	P	University of Alberta ITS - Scott Davies
P	Lakeland College - Kathy Williams	R	University of Alberta ITS - Elaine Coupland

Regrets: Elaine Coupland (University of Alberta ITS), Jim Derksen (Newman Theological College), Jon Newman (Olds College), Natalya Brettle (University of Alberta)

1. Approval of Agenda
2. Approval of Minutes from August 10, 2021 -
3. Welcome new representatives!
 1. Eden Murray-Black - GPRC
 2. Cayla Thorlakson - Vanguard College

4. Roundtable - Current status – **All – Please update the details for your institution on the Dashboard**

1. Access to library
2. Access to book drop
3. Anything else you would like to share

NorQuest: Currently only open to primary patrons. Everyone on campus must be fully vaccinated or have proof of a recent (within the last 72 hours) COVID test. Checks are performed at the door. The book drop is available to anyone who can get on campus. Starting November 1, everyone will need to be full-vaccinated.

Covenant: Only open to primary borrowers. Staff onsite every second Tuesday only. By October 31, all staff must be immunized. All primary borrowers must be vaccinated. Access to primary patrons by their staff ID who can manually sign out items. Staff are off-site and available by email and phone.

AHS: Closed to all except staff with after-hours access. Library staff are working from home. This may change in the coming weeks. Book drops are only open to those who are onsite that day. If staff do not have after-hours access they can request access. All AHS staff must be fully vaccinated by October 16.

GPRC: Fully open to all users (primary, secondary, external). The book drop is internal. Everyone on campus is required to be fully vaccinated.

King's: Open to all users (primary, secondary, external). All staff and students will have already uploaded their vaccine status to their ID card. ID cards are scanned at entrances. Visitors must show proof of vaccination or a recent (within the last 48 hours) COVID test to receive a sticker to wear while on campus. The book drop is open to everyone and it is available before vaccination check points. High vaccination rate on campus.

Lakeland College: Open to all users (primary, secondary, external). Vaccination or recent (within the last 72 hours) negative COVID test is required for access to campus. The book drop is available to anyone who can get into the building through the checkpoint.

RDC: Open to all users (primary, secondary, external). At $\frac{1}{3}$ capacity, with masking and social distancing required. As of November 8 all students and staff must be full vaccinated and update their status, or provide proof of a recent (within the last 72 hours) COVID test. All visitors must add info to an app every day.

Keyano: Open to all users (primary, secondary, external). No evening or weekend hours. All users must be fully immunized by November 1. For October, free rapid testing is provided. The book drop is only available to those who can get on campus.

NLC: Open to Primary and Secondary borrowers. Accepting proof of vaccination or negative test until November 15. After this time, full vaccination is required. Only one staff member on site. Book drop available to anyone who can get on campus.

Alberta Innovates: Closed to the public. No book drop. Collection available via NEOS Connect. Vaccine mandate decisions are in progress.

McEwan: Open to all users (primary, secondary, external). Book drops available to all (internal and external). Primary patrons must report their status (vaccination or recent, negative COVID test) on the Safe at MacEwan app. The procedure for external borrowers are still being decided. All visitors must be full vaccinated by October 18.

Vanguard: Service available to all users (primary, secondary, external), but the library is only open to primary clients. Physical distancing and masking is required. Externals may not come in physically, but curbside service and book drop is available.

Due to recent changes, Taylor students are now external, and Taylor is no longer a NEOS pick up location. Taylor library items will still appear distinct in WorkFlows.

Concordia: Open to primary borrowers. Proof of vaccination or recent negative COVID test is required. Starting October 25, all on campus must be full vaccinated. Book drop available to those who can get on campus.

Burman: Open to all users, the book drop is external to the building, so all users can access it. There is a Burman app that everyone must fill out daily for access to campus. Everyone on campus must have either proof of vaccination or a recent negative COVID test. On-campus testing is available twice per week. Logistics are still in the works. Checks are performed at the door.

U of A : Access to campus is limited to those who are full-vaccinated (Natalya will clarify as needed). My UAlberta App is being used to grant campus-ready passes to those who fill out their vaccination status or provide proof of exemption. Visitors can get a campus-ready pass using the app. Everyone on campus should be ready to show while on campus, but regular check points will not be in place (at least to begin with).

5. Carried over from August meeting : Reconsideration of earlier discussion about increasing secondary client loan periods - [Results of original survey](#).

Did everyone have a chance to discuss with their teams? Are we ready to discuss?

**FYI - implementation timing note from U of A ILS Team: There is no capacity to work on the systems side of this until sometime in 2022.*

Update : The U of A no longer imposes recall fees for primary borrowers. The high recall fee may have been a barrier to deciding on a system-wide recall overdue fee.

Concerns:

Secondary borrowers will have better borrowing privileges than primary borrowers.
Can we still impose recalls, or will the guaranteed loan period also be extended?

Clarifications: The recall notice goes out 1 week after the recall is put in place, but will not shorten the guaranteed 2-week loan period. For example, if a recall is placed after the patron has had the item for 1 week, then the notice will be sent out and the patron will have 1 week from that date to return the item. A recall can potentially shorten loan periods longer than two weeks. Account blocks are applied immediately, fees accrue daily.

The committee decided that further consultation by members with their libraries is necessary:

- a. **Review the Circ Map:** Scott will send out the comprehensive Circ Map so that we can review this with our teams. Item Type Book is the item type of most concern for lending

- b. **Discuss with your Team:** History and Discussion / Issues to consider:
 - Should those who have shorter loan periods for primary users (some have a 2 week loan period) increase the loan period to 4 weeks so that their primary users do not have a shorter loan period than secondary users (4 week loan)?
 - Recalls take effect after the first week of the loan period
 - Because secondary users have a 4 week loan period, the recall will take effect after the first week at the earliest allowing them to have the item for at least 2 weeks
 - Users are blocked when they have an overdue recall.
 - Do we want to continue with fines for recalls for secondary users and if so for how much? This will need to be agreed upon as it can only be applied globally in the system.
 - Recommendation will need to go to Directors for approval of the change to the Policy on Sharing Materials.
 - This initiative excludes externals.
 - Approved changes do not need to be implemented in WF immediately. They can be implemented when it is convenient for IT workflow

c. **Fill out the Survey**

https://docs.google.com/forms/d/e/1FAIpQLScGM0s_vEOWReTOEumi8zKnXC-Fi8nLlkhqW--bGRb26upyIA/viewform

Anne will take the revision if decided on to the NEOS Executive and then to the Directors Meeting: November 26, 2021 OR May 2022

6. Notices - **Scott**

1. In General: if anything is not set up in the system the way that you think it should (re. who can pick up holds at your site), please contact Scott
2. Text of notices was recently reviewed/updated. Libraries have not noticed any feedback from users?
3. 'Do Not Reply' text has been added to notices
4. Libnot forwarding: this is still be monitored for the time being but we expect fewer users replying to notices
5. 'Home Library' replace with 'Your Library'? Give your feedback to Scott

7. Overdue fees for secondary borrowers communication – **Anne**

1. Planned on putting out some basic information or key messages for libraries to use for stopping overdue fees for secondary borrowers
2. It would make sense for libraries to put the information out at the same time but it's not necessary – you can put it out in your library within your usual communication cycle
3. Anne will draft some information pieces to use.

8. Fines Free Discharge Wizard - **Samantha**

1. some locations have already stopped using this wizard, which has been used during the pandemic when all overdue fees were suppressed.
2. from a systems perspective we should be ok to discontinue using this
3. Fines Free will remove fines regardless of the user and circumstance – up to libraries to determine which users / items to apply this to
4. Fines Free was created to apply to the large number of items being returned in the book bins – an alternative to backdating

9. NEOS Dashboard ([Dashboard](#)) – **Samantha**

1. Please review your information on the dashboard and update if necessary

10. Recommendation to change to standard spring/summer term loan due date from Sept. 30 to Oct. 1 – **Scott**

1. Scott will move the semester loan date to from Sep 30 to Oct 1 as Sep 30 is now a recognized day for Truth and Reconciliation and some locations may be closed on that day

11. Date of next meeting? **Tuesday, November 16 @ 1:00 pm**