

mNEOS Access Services Committee Meeting

January 6, 2022

Via Video Call

Minutes

Attending: Samantha Nugent (NorQuest College) (Chair), Melanie Belliveau (Alberta Health Services), Wilmer Tenerife (Burman University), Debbie Quast (Concordia University of Edmonton), Kathleen Brennan (Keyano College), Bonita Bjornson (King's University), Kathy Williams (Lakeland College), Trish Hurlbert (MacEwan University), Jim Derksen (Newman Theological College), Kaitlin Kirk (Northern Lakes College), Barbara Mahoney (Red Deer Polytechnic), Cayla Thorlakson (Vanguard College), Scott Davies (University of Alberta ITS), Elaine Coupland (University of Alberta ITS), April Fodor (University of Alberta ITS), Anne Carr-Wiggin (NEOS)

Regrets: Roberto Pellegrino (Alberta Innovates), Tara Sommerfeld-Gladue (Covenant Health), Eden Murray-Black (Grande Prairie Regional College), Jon Newman (Olds College), Natalya Brettle (University of Alberta),

1. Approval of Agenda – **Samantha**
 - Approved without changes
2. Approval of Minutes from November 16, 2021 meeting – **Samantha**
 - Approved without changes
3. Change to U of A ILS Team representative - **Elaine/Scott/April**

Scott will be leaving UAL ITS and returning to Cataloguing and Metadata. We are sorry to see him go but believe that it will be very beneficial to us to have someone with his understanding on both sides of the picture. Welcome to April Fodor! April will be filling Scott's role with the NEOS Access Services Committee.

Our longtime ILS systems analyst, Jim Hamilton, retired at the end of November so the ILS team is starting fresh and will be drawing on the resources that they have internally within their department.

With all of these changes and uncertainties, we can expect that the pace will be a bit slower than it has been. Please submit everything in a ticket rather than sending emails directly to the team. libhelp@ualberta.ca

4. Check in - **All**

- Alberta Innovates (status provided prior to the meeting):

Alberta Innovates' status is unchanged. The building is still closed to the public and AI cannot act as a drop-off or pick-up location. The library is staffed 5 days a week and the collection is still available through NEOS Connect.

- Alberta Health Services

Library is closed. Staff are working from home. The collection is closed to everyone except after hours to AHS staff. No external book returns. Not a pickup location.

- Burman

Students are back and the campus is open. Currently moving the collection to a new physical structure but the library furniture has not yet arrived. Potentially resuming NEOS Connect Jan 17/22. Not open to primary users at this point.

- Concordia

Library is currently closed. Staff are going in 3 times a week to process holds and continue to participate in NEOS connect (Mon, Wed, Fri)

- Covenant Health

- no report

- Grande Prairie Regional College (status provided prior to the meeting)

GPRC Grande Prairie Campus is open regular hours providing regular services to all. Proof of vaccination is required for TAL users. The collection is available through NEOS Connect. The GPRC Fairview Campus is still closed for the moment, but staff hope to have it open in the very near future.

- Keyano

Open for in-person service. Tue afternoons and Wed & Fri mornings. Available virtually Mon – Fri 8:30 – 4:30. Open to Primary, External and Secondary users who can provide proof of vaccination or a negative test result.

- King's

Open for in-person service. Require proof of vaccination or a negative test. Masks required. No eating or drinking in the library. Book return at the front entrance available to anyone. Participating in NEOS connect. Usual hours for operation. In-person classes.

- Lakeland

Open for in-person service. Require proof of vaccination or a negative test – we do not check this. Protocols still in place (masks, distancing etc). No eating or drinking. Participating in NEOS connect. Open to primary, secondary and externals. We are a pickup/drop off location. Hours are 8:15 am – 8:00 pm Mon – Fri. Open Sat & Sun 1:00 – 8:00 pm. Book return is inside the building. In-person classes as well as on-line.

- MacEwan

Slightly reduced hours. Open until 9:00 pm during the week and closed at 5:00 pm on the weekend. Stacks are not accessible other than the second floor of building 7. Some computers available and some seating. Masking is mandatory. No food and no drink. MacEwan is a pickup location – 4 return bins throughout the campus. Anyone is welcome to come in. Vaccination required but library staff are not checking. Classes on-line for the first 3 weeks.

- Newman

The physical library/stacks is open to Newman student/staff/faculty only. Hours are 9:00 am – 4:00 pm Mon – Fri. Newman is participating in NEOS Connect. Newman allows students an exemption for masks and vaccinations. In person and on-line classes. Do offer a drop off service to external borrowers. Drop box available near the entrance during building open hours.

- NorQuest

Classes are online until at least the 31st of Jan. Most services on campus are by appointment only. Pick up is available to anyone who has placed holds from 10:00 am – 2:00 pm, Mon – Fri. Will try to accommodate other hours as needed. Open to primary, secondary, and external. Only one door open and college staff are checking vaccine/negative test at the door. Book drop is currently inside the foyer beyond check point but Samantha is working with security to see if the book drop can be moved prior to check point so that patrons can drop off more easily. Shipping NEOS connect Mon – Fri.

- Northern Lakes

Northern Lakes college is completely closed until January 28,2022. Access to the collection is closed. In future they hope to get a book drop off and pickup system going but currently they are not allowed on campus, they are not sending any holds, and the space and collection are completely unavailable.

- Olds
 - no report
- RDP

The campus is open to anyone. There are checkers at the three doors that are open. Most classes are currently online until January 23, 2022 but there are about 500 students coming and going. The library staff are working behind closed doors through next week – open online, evenings & weekends, 8:00 am – 5:00 pm. The library is open to those who want to pick up, drop off or do printing. They have to knock on the main doors and library staff will let them in.

- U of A

Courses are online until January 23, 2022. The pickup locations are swipe access and so the UA locations are closed to everyone but primary users. Collection is circulating and UA libraries are participating in NEOS connect. There is an external drop off available in HSS. This will probably be the case for the next few weeks. UA students will see UA libraries as pickup locations. These locations are unavailable as pickup locations to non-UA students.

- Vanguard

The college and library are open and fully staffed. The college does not ask people to disclose vaccination status and so the campus is closed to everyone except Vanguard students. The library can serve secondary/external borrowers through curbside pickup. Items can be picked up and returned to the library during library hours: 9:00 am – 5:00 pm. Cross training will take place to allow the library to stay open. Vanguard continues to participate in NEOS connect.

5. Concordia Faculty Association Strike

The group discussed implications of the current strike by the Concordia Faculty Associations, which includes librarians. NEOS connect delivery person does not come in contact with others and is not technically crossing a picket line. It is up to the individual as to whether they cross the picket line to pick up their books from Concordia. Concordia could be placed at the bottom of the list for filling holds.

Anne will discuss with the Executive Committee.

6. Holds on On Order items

Just a reminder to staff that holds should not be placed on items that are on order/not yet available. Placing holds on these items can only be done by overriding the system and so it would seem that it is staff who are placing holds on books that are on order / not yet available.

7. ILS changes needed? - **Scott**

1. Will be based on the extent to which libraries are closed to non-primary clients...
2. No changes needed at the moment. Please keep your Sirsi calendars and the Dashboard up to date as things change.

8. Date of next meeting: **Feb 8, 2022, 1:00pm**

STEPS to SUDDEN CLOSURE

1. Mark library closed on the library and institution website
2. Mark library closed in Sirsi
3. Update the Dashboard
4. Cancel the courier
5. Send out an email to NEOS Access Services group
6. Put in a ticket to libhelp@ualberta.ca for any actions that you know you want such as:
 - a. request to block holds
 - b. extend due dates for items that need to be returned to your library as there will be no one on site to check things in.