

NEOS Access Services Standards Committee Meeting
Thursday June 11, 2009 2 – 4 PM
Emeritus Room, Cameron Library 3rd Floor, University of Alberta

Present: Mary Anne Helm (AGL), Lucy Heintz (ARC), Karen Hildebrandt (CUCA), Peter Box (UofA), Patrick Buhr (Justice Canada), Marilyn Foster (Alberta Health Services), Sheila Vigor (Covenant Health), Peggy Morgan (UofA ITS), Anne Carr-Wiggin (NEOS), Margaret LaRiviere (MacEwan)

By Teleconference: Charlene Jones (RDC), Cathy Hendry (GPRC), Sheila Clark (CUC), Karen Bugeira (Lakeland)

Regrets: Tina James (UofA), Linda White (AGS), Linda Harris (CCI), Bonita Bjornson (King's), Jim Derksen (Newman), Peggy McKenzie (Olds), Wayne Wicks (Taylor)

1. Call to Order/Welcome/Additions to Agenda

2. Agenda Subject: Items Missing InTransit

Peggy Morgan distributed handouts showing the volume of 10+ list items from the end of April and earlier. The committee members discussed the best course of action when dealing with Missing InTransit items, and decided on the following:

- 1) Monitor regularly the items InTransit using the Managing InTransit Items Tab – Pending Transit Wizard
 - you may contact the library that put the item(s) in transit if you notice the item has been sitting InTransit for some time. You may ask for the library to check their HOLD Shelf for the item(s) that may not have been picked up by the client. After the 7days the item is automatically 'put into transit' by SIRSI.
- 2) If items(s) are on the InTransit 10+ Report check you shelves and contact the library that put the item(s) in transit. Do not use the NEOS-L as a contact tool.
- 3) If the item(s) can not be located please mark the items(s) missing at the owning library.

Note: All NEOS member libraries should contact the Access Services Committee member who represents the library you need to contact when inquiring about items(s) Missing InTransit---use the Members-Access Services Committee list.

Betty Watson is the contact for UAHSS; UASCI/TECH; UAEDUC and UAHLTHSC.

Peter Box is the contact for the rest of the UA libraries.

If you need to contact a NEOS library pertaining to circulation or document delivery, it is best to stay consistent and use the Members-Access Services Standards Committee list.

3. **Agenda Subject: Comments from NEOS Directors Meeting**
 - Anne Carr-Wiggin reported that the NEOS FAQ had been brought to the attention of the NEOS Directors and the document is posted on the NEOS website.

4. **Agenda Subject: Symphony Upgrade**
 - Circ notes may be added to item records to display in Checkout and Discharge.
 - The ID for reports will now be **JREPORTS** with the same PIN
 - At the next upgrade, libraries should be marked closed over the period of the upgrade to avoid backdating. UofA will backdate items returned during this upgrade to June 11, 2009.
 - C-Client WorkFlows will no longer be supported by ITS and should be uninstalled from workstations.
 - Calendar Wizard settings should carry over from Unicorn to Symphony,

5. **Agenda Subject: NEOS Documents on NEOS Website**
 - Mary Anne Helm explained that Policy Documents are available in the Members Only section of the NEOS Website. Guidelines for Special Client services are yet to be added.
 - Changes in staff or institutional information can be sent to Anne Carr-Wiggin.
 - Anne Carr-Wiggin will send via NEOS-L a clarification regarding alternate library representatives at the Access Services and Technical Services meetings. If the representative named by the member library is not available to attend a meeting of these two committees, another representative may attend and vote on behalf of the member library. Anne will take to the Executive, the possibility of clarifying this in the Terms of Reference.

6. **Agenda Subject: Alberta Government Library Merger**
 - Alberta Government Library NPP is moving to the Alberta Government Library GWL site. Mary Anne Helm will handle the transit slip update.

7. **Agenda Subject: NEOS Mini Conference**
 - Margaret LaRiviere described the NEOS Mini Conference to be held on Friday June 12 at Grant MacEwan.

Next Meeting: Fall 2009