

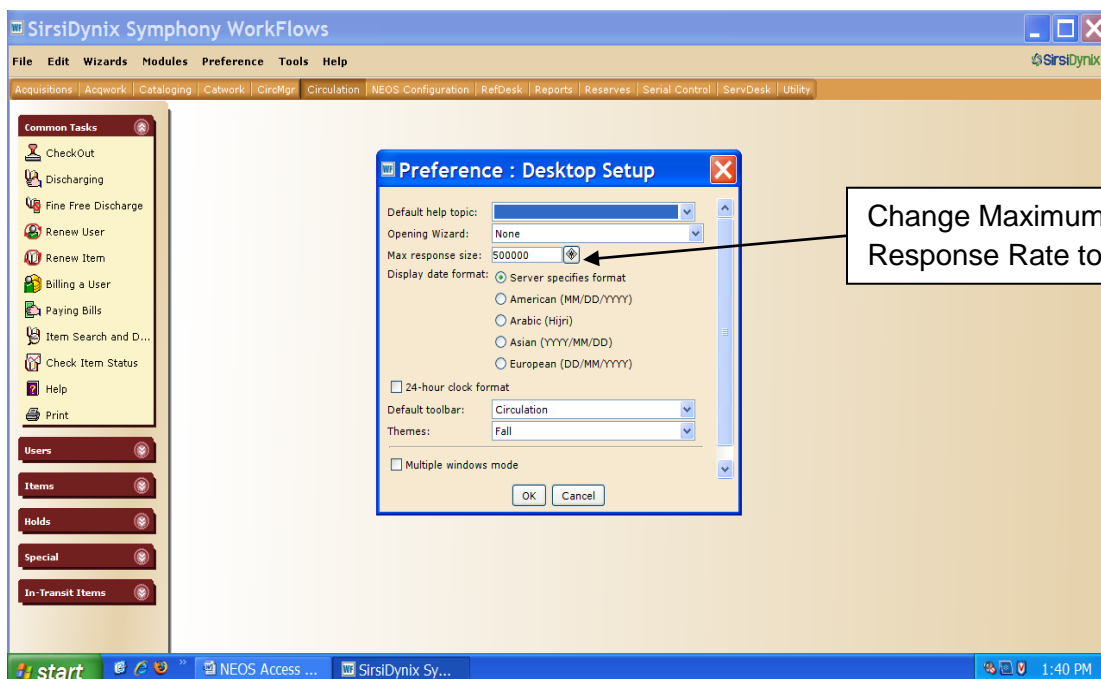
NEOS Access Services Standards Committee Meeting
Thursday, October 15, 2009, 9:30 – 11:15 pm
Prof Emeriti Room – Cameron Library 3-03
University of Alberta

Present: Mary Anne Helm (AGL), Sue MacRae (Covenant Health), Linda Harris (CCI), Peggy Morgan (UofA ITS), Peter Box (UofA), Tina James (UofA), Lucy Heintz (ARC-MW), Sheila Clark (CUC), Kathy Williams (Lakeland), Margaret LaRiviere (MacEwan), Sherry Thompson (Justice Canada), Karen Hildebrandt (CUCA), Wayne Wicks (Taylor), Anne Carr-Wiggin

By Teleconference: Charlene Jones (RDC), Cathy Hendry (GPRC), Peggy McKenzie (Olds), Edie Lloyd (AHS)

Regrets: Linda White (AGS), Marilyn Foster (AHS), Bonita Bjornson (King's), Jim Derksen (Newman)

1. **Call to Order/Welcome/Additions to Agenda**
2. **Approval of June 11, 2009 Meeting Minutes**
3. **Symphony Issues:**
 - a. Discussion about the SIRSI timeouts due to Supernet issues. Some libraries have a much longer wait period to reconnect than others. Peggy will send out an email with more information about the Supernet. Everyone was strongly encouraged to save work often so as not to lose any information when SIRSI times out.
 - b. Some libraries are having difficulties access all the wizards and help files since the last upgrade. Everyone was encouraged to make sure that the Maximum Response Rate was set at 500,000 in the Desktop Setup in Preference.



- c. Anne Carr-Wiggin suggested gathering all the issues and putting out some FAQ documents on the Technical Services website of NEOS.
- d. There is still a problem with the “Unavailable to be seen” coming up in the OPAC. Using the internal browser “Go Back” doesn’t work either. Ann will speak to Kenton Good about getting this resolved.

4. NEOS Documents:

The NEOS documents will need some clean up to change the information referring to TAL as well as reflect the various library name changes that have taken place over the past year. Anne Carr-Wiggin will follow up on this. The 2008 Access Services Standards documents are the most recent versions that everyone should be referring to.

Transit Flags will need to be updated to reflect Grant MacEwan University/MacEwan. Both names are branded.

Margaret LaRiviere also discussed that MacEwan is hoping to migrate to SIRSI in June 2010.

5. Undeliverable Email Notices:

Peggy Morgan discussed the process of undeliverable email notices and the Notices-All Bills report. As long as someone owes fines the bills are generated. Email notices will continue to be sent out as long as there is an email in the patron field (even if it is no longer valid). UA Law staff are willing to forward undeliverable All Bills notices to libraries twice a year. Libraries are asked to delete the email addresses from these patron records (unless the email has bounced because the patron email box has reached capacity).

Peggy also requested permission for Law staff to fix the obvious typos in an email address. The committee approved.

Some libraries have indicated that their patrons are not receiving email notifications.

They were asked to investigate if there was some other problem aside from the problems that resulted from patrons forwarding the email to another email account, typos, a full mailbox, etc. Peggy can also investigate if you are able to provide patron name/id.

6. All Bills Report:

The Notices-All Bills report generates notices monthly for all patrons with bills owing. This includes notices for patrons who do not have email addresses. The question was raised as to what some libraries do regarding the **All Bills report**. Some send out notices once a year, some do not send out at all. Some libraries only send out to those patrons without an email address. Four times a year, the UofA mails notices with UofA fines only to patrons without email addresses.

7. Deleting Old Fines:

Karen asked about what libraries do regarding old fines that are more than five years old. Peggy Morgan explained the UofA removes all aged fines more than seven years old. UofA fines are manually removed from all NEOS patron records.

The **Aged Fines Report** is generated for each library depending on its fiscal year end. Libraries should be checking the **Aged Fines Report** and deleting the fines accordingly.

8. Last copy in NEOS:

Anne Carr-Wiggin provided everyone a handout with the NEOS document for reference as to what libraries can do with a last copy in NEOS.

9. Updating NEOS Fine Payment Document:

Rather than have a printed document of the **Fine Payment locations**, the information as to whether a library accepts or doesn't accept fine payments would be included on the individual web page on the NEOS website. Submit any changes to Anne Carr-Wiggin.

10. Updating Bin Delivery Library Code List:

All libraries should email Karen Hildebrandt at Karen.hildebrandt@concordia.ab.ca if they have any name or library code changes so that she can update the **Bin Delivery Library Code List**. Once the list has been updated Karen will send it to Mary Anne to have it posted on the Members Only section of the NEOS website.

11. Document Delivery:

The new CISTI agreement will not affect NEOS libraries at this time. This will change at the end of March.

Next Meeting: January