

## Draft Minutes

**NEOS Access Services Standards Committee Meeting  
Thursday, January 14, 2010, 9:30 -11:00 am  
Professor Emeriti Room – Cameron Library 3-03  
University of Alberta**

**Present:** Mary Anne Helm (AGL-SSP), Sherry Thompson (JUSTICE CA), Margaret LaRiviere (MACEWAN), Linda White (AEGEO), Bonita Bjornson (KINGS), Karen Hildebrandt (CONCORDIA), Peter Box (UA), Kathy Williams (LAKELAND), Anne Carr-Wiggin (NEOS), Peggy Morgan (UA ITS), Renee Morrissey (Alberta Innovates Technology Futures, Marilyn Foster (AHS-RAH) recorder.

**By Teleconference:** Cathy Hendry (GPRC), Barb Mahoney (RDC), Peggy McKenzie (OLDS), Wilmer Tenerife (CUC)

**Regrets:** Jim Derksen (NEWMAN), Tina James (UA), Linda Harris (CROSS), Lucy Heintz (Alberta Innovates – Technology Futures), Susan MacRae (COVENANT), Charlene Jones (RDC), Sheila Clark (CUC), Wayne Wicks (TAYLOR)

### **1. Call to Order/Welcome/Additions to Agenda**

### **2. Approval of October 15, 2009 Meeting Minutes**

### **3. Agenda Subject: Removing Inactive Patrons Report**

Kathy Williams indicated that some Lakeland students are unable to access their databases remotely and wondered if the “remove inactive patrons report” which was run at the end of December could have been the cause. King’s University College has experienced a similar problem. Anne Carr-Wiggin explained that the cause might be that EZ Proxy was not recognizing the student’s information because their barcodes were outside the range; if these were new students it is likely that their barcodes were higher than the original range. Lakeland will need to supply the barcode range to Wei Wei Shei at The Alberta Library so she can update the barcode range. The report that Peggy Morgan ran at the end of December was to remove expired users prior to 2006 and this would not have been the cause of problems with remote access to databases.

### **4. Receipt Printers**

Bonita Bjornson indicated that King’s is having problems with their Epson receipt printer. It will print the transit slips, charge slips, and bills but will not print hold wrappers. Peggy Morgan advised that there are four receipts that can be printed: bills, check out receipts, transit slips and hold wrappers. Bills and check out receipts are saved to the server but transit slips and hold wrappers are not; their properties must be set up in wizards and saved. Some libraries have self-

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serve hold shelves and this allows them to print hold wrappers that do not contain confidential patron information. Concordia has not had any problems with their printers so Karen Hildebrandt will assist Bonita in finding a solution. Peggy suggested that they may want to re-install Symphony.

### 5. Fines Appeals

Cathy Hendry (GPRC) inquired about fines appeals procedures within NEOS. Peter Box indicated that U of A has information regarding fines on their website; they try not to be punitive. Several libraries have policies regarding fines and ask patrons to complete a fines appeal form. Mary Anne Helm and Sherry Thompson indicated that is difficult for government and special libraries to collect fines. Most members of the Committee indicated that they look at the circumstances and the patron's fine record before making a decision. When a patron appeals fines to multiple NEOS libraries it is up to the individual libraries whether or not they forgive the fines on their material. Anne Carr-Wiggin reminded the Committee that fines should be "cancelled" if they are the result of a library error. The library owning the material should be contacted as a courtesy. Fines can only be forgiven on the library's own material.

### 6. Damaged Books

Cathy Hendry (GPRC) raised the question of the correct procedure for damaged books.

It was agreed that the book should be discharged and a note about the damage put on the book before it is returned. The owning library can then check SIRSI to determine the last borrower and take appropriate action. If you receive a damaged book InTransit it is helpful to place a note on the damaged book before you lend it.

### 7. Report from the Directors/Executive Meetings

Anne Carr-Wiggin indicated that the Directors approved the following policy change at their December meeting:

#### ***NEOS Policy on Basic Services to Clients***

##### **1. Primary Clients**

- a. For an academic institution, a Primary Client is a current student, faculty or staff member at that institution.
  - i. Under the following conditions, NEOS accepts high school students as primary clients: the high school collection is integrated in the ILS, there is a formal affiliation with a current NEOS Member, and the current NEOS Member is willing to take responsibility for missing, damaged or overdue material.
- b. For a special library, a Primary Client is a current staff member (salaried, wage, contract or seconded) or student (placement, rotation or co-op) at that institution.

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- i. For the Alberta Government Library, this includes employees in ministries served by the Alberta Government Library.
    - ii. For Alberta Health Services and Justice Canada, this includes only Primary Clients at the sites named in the NEOS Memorandum of Understanding.
  - c. Exception: Local exceptions may be made at the discretion of the Director.
- 3 External Client** is an individual not directly affiliated with any NEOS organization. This includes The Alberta Library (TAL) clients for those libraries that participate in the TAL Card program.

### ***NEOS Policy on Sharing Materials within NEOS***

#### **1 . Primary Clients**

- b. For an academic institution, a Primary Client is a current student, faculty or staff member at that institution.
    - i. Under the following conditions, NEOS accepts high school students as primary clients: the high school collection is integrated in the ILS, there is a formal affiliation with a current NEOS Member, and the current NEOS Member is willing to take responsibility for missing, damaged or overdue material.
  - b. For a special library, a Primary Client is a current staff member (salaried, wage, contract or seconded) or student (placement, rotation or co-op) at that institution.
    - i. For the Alberta Government Library, this includes employees in ministries served by the Alberta Government Library.
    - ii. For Alberta Health Services and Justice Canada, this includes only Primary Clients at the sites named in the NEOS Memorandum of Understanding.
  - d. Exception: Local exceptions may be made at the discretion of the Director.
- 3. External Client** is an individual not directly affiliated with any NEOS organization. This includes The Alberta Library (TAL) clients for those libraries that participate in the TAL Card program.

Jan Bradley will post the corrected documents on the NEOS website.

The Directors held a planning session in conjunction with their meeting in December. They proposed the following four goals for NEOS:

**Goal 1:** NEOS clients have easy access to available information resources.

**Strategy 1a:** Streamlining the clients' experience in accessing resources

**Strategy 1b:** Increasing the number of library collections available to clients

**Goal 2:** NEOS member libraries' staff are able to optimize their libraries' client's experience.

**Strategy 2a:** Enhancing the knowledge and skills of member libraries' staff

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**Goal 3:** The NEOS community understands and values NEOS, its members, its role, and its services.

**Strategy 3a:** Providing clear information regarding benefits of membership to current and prospective members

**Goal 4:** NEOS anticipates and responds strategically to changes in the environment that affect libraries and the communities they serve.

**Strategy 4a:** Identifying relevant trends and changes

**Strategy 4b:** Providing service, governance and guidance that responds to emerging issues

Anne asked that members to look at these goals and strategies and send suggestions for initiatives and priorities to achieve these goals to her and Mary Anne. It was suggested that a small committee could be formed to brainstorm and discuss the feedback as our responses must go to the Executive Committee by February 22<sup>nd</sup>.

### 8. ARC Name Change

Renee Morrissey announced that Alberta Research Council is now part of Alberta Innovates Technology Futures along with iCORE, Alberta Ingenuity, and Alberta Advanced Education and Technology. The NEOS website has been changed to reflect the name change and the changes will be made to SIRSI. She also advised that the Devon branch will be closed due to staff illness.

### 10. BARD Contact

There was a question about Vaughan's absence but it was brief and he is now back.

### 9. Transit Flags

The transit flags must be changed for Alberta Research Council and MacEwan. Mary Anne will send out new flags today and urged libraries to stop using the old flags. Margaret LaRiviere asked members to remind their staff not to choose MacEwan as a pick up location and to mark the date on the transit slips when returning material to MacEwan.

### 10. Edmonton Public Library

Karen Hildebrandt raised concerns about the time it takes to get books back from Edmonton Public Library (EPL) when they have been returned there. The EPL are part of the government courier system. The U of A has experienced this as well although there is now an EPL satellite location in Cameron "eplGO" which offers Edmonton Public Library services on campus.

**Meeting adjourned at 11:00 am. Next meeting to be announced.**