

Resource Sharing Working Group

Date: Monday, March 4, 2013

Next Meeting: Monday, April 29, 2013

Recorder: Kate Carpine, Beverly Public Library

Agenda

1. Long overdue block test
 - a. What people liked, didn't like
 - b. Decide on Time to set this block and in what instances
 - c. Plan a system-wide test with the whole network
 - d. Is a long overdue item status needed
2. College block instead of/in addition to long overdue block
 - a. Discuss colleges' different needs and possible alternative block
3. Long overdue notices
 - a. Discuss example Michele sent
 - b. Decide on timing, text
4. Coming holds developments (Michele)
5. Statewide one-card effort and related survey
6. New business?
7. Schedule next meeting

Long overdue block

The long overdue block is for patrons who have items that are 42 days overdue and blocks circulation, renewal and holds. Currently, there is no long overdue status because of updates to Evergreen that are being worked on. At this time it is not possible to change the color of the font for long overdue items in the Items Out screen.

The system will check once a day for items that are 42 days overdue. It may need to run more frequently to check for long overdue items that have been returned. The action trigger to remove the block as soon as the items were checked in didn't work. The block can be manually removed by staff or it will be removed the next time the system runs a check.

The next step is to have the block go into real time for all libraries. This will happen on Monday, April 8, 2013. Member libraries will then be able to give feedback.

Notices

Billing notices will be the same system wide and will note that patron circulation privileges have been blocked. It was suggested that there be wording to have patrons contact their local library about payment options because some items are from other

libraries. It was also suggested that the owning library be listed on the bill or to have the billing come from the owning library. The problem with this is that patrons then say that they've never been to the other library, not realizing that they actually got the item through interlibrary loan. It was decided to continue having billing notices come from the check-out library.

There was talk of sending a reminder notice to patrons at 4 weeks overdue to give warning about the impending block. It was decided that this was redundant to the overdue notices already being sent by libraries. However, individual libraries can customize their overdue notices to warn that their privileges are in danger of being suspended.

There will be email notices sent out to patrons who have long overdue items from June 2012. This is to give notice to patrons who have not received notice since the move to Evergreen.

Patron View

When a patron tries to place a hold they receive a message after they submit the hold. The message is the name of the block, Patron Exceeds Long Overdue. There were some questions about the patron side, including:

- Can the message patrons receive be changed?
- Is it possible to make the message larger or to change the font?
- Is it possible for there to be a message as soon as they log in, perhaps in the box on the right, underneath where fines are listed?

Martha and Michele will investigate what can be configured in the patron view.

College Libraries

College libraries can have a different schedule if they would like. Some colleges lock students out of the system at 28 days. They also have a final day for things to be returned. Some are currently running reports and they block through the bursars office. They also noted that faculty would need to be handled differently than students. College libraries may meet separately to see if the block needs to be implemented differently.

Fines

The issue was raised of having fines paid deducted from the cost of a lost book. The receipt will have a different cost than what is actually owed. This is especially true when a check needs to be sent to a different library. Michele will see what can be changed. One change is that the fines will still be present for a book that is lost and paid for, but libraries can decide to waive those fines if they so choose.

It was asked if bills from Millennium could be wiped out but there was no interest in this.

State-wide One Library Card Effort and Survey

The state put out a survey about having a state-wide library card and got over 8,000 usable responses which will be examined. There are, however, a lot of questions surrounding what a state wide library card will mean, such as: Will there be one type of card? Can you use your local library card everywhere? Will there be one database that all libraries pull from? There is a working group trying to answer these questions.

The state is also looking at a state-wide e-content platform that is controlled by and owned by the state. There is a question of how publishers will work with this.

The Discovery platform would allow library catalogs and databases to be in one searchable entity.

There is a new virtual catalog being rolled out in waves over the next year or so. MassLNC is looking at issues with Evergreen and NCIP. There isn't a specific date that NOBLE will be moving to the new virtual catalog.

Holds & Evergreen Development

There are holds developments that are currently in testing. One portion would get back local holds priority. It will also be able to customize best holds selections, such as making the owning library important. This is coming soon, either in the next release or the one after.

There are circulation developments that are in the beginning stages. They include

- Improvements to billing and negative balances
 - Better handling for those who don't give refunds or who give refunds for a set period
- Additional statuses
 - Long overdue
 - Lost and paid
- Interface enhancements
 - Highlighting
 - Making clearer differences
- Improvement on items out
 - Won't move to the downstairs screen unless that option is chosen
- Cash reports

NOBLE probably won't update to Evergreen 2.3 until after May. There are issues with the client that are currently being worked on, including memory leaks. There is also a simpler client being worked on but probably won't work for most NOBLE libraries.

New Business

Would like a discussion on how items are being sent through delivery, especially CDs.

There was also a question of how many days items are on the holds shelf. There seem to be some discrepancies.