

UMS Circulation Heads
April 6, 2012
UMA Bangor Campus

Present: Ben Treat (UCL), Barbara Higgins (BPL), Janet Brackett (FAR), Ed Moore (Gor), Greg Stowe (Law), Elaine Apostola (Leg), Jennie Beal (Lew), Nancy Fletcher (PI), Casandra Fitzherbert (Por), Kathleen Spahn (PPL), Venice Bayrd (MIN), Jerry Lund (Oro).

Via Polycom: Debra Durkin (FK), Angelynn King (Mac), Peggy O’Kane (MSL).

Introductions

Approval of minutes from the November 4, 2011 meeting: Nancy had a question about Alisia’s updates. Venice stated that she has updates for us now. Nancy approved, Jerry seconded.

Report from Venice: A. Interface updates – Albie and Alisia are tweeking as we speak.

1. We can now multilimit – multivalues like DVD and VHS can be selected.
2. Mobile access to catalog – Albie will have up by the end of the day. URL = libraryanywhere.com/m/613 There is an APP for this. Other apps are being worked on. This will redirect users to a more friendly screen. This is available to all UM System patrons except UMMachias (this does not include BPL, MSL, or Leg).
3. The WorldCat local trial may be up until June 1st. WorldCat is being considered to replace Summons to search for books and articles at the same time. Please look at it at ursus.worldcat.org.

B. An Ursus listserv will be set up by MIN so we won’t have to maintain so many contacts lists any more. We will type Circ or Cat etc in the subject line to start. We can subscribe or unsubscribe as we wish.

C. Venice has set up 6 new ltypes for Innreach lendable AV items if you want to lend them for longer than the regular length of time. Our Innreach items will circulate between institutions for 58 days now instead of 38 to cover renewals. This will begin Monday, April 9.

D. Portland Public Library is allowing libraries in their district (with statewide delivery service) to request through MaineCat. We will see Innreach paging slips with Send to listed as the patron name. These items are to be checked out through Innreach and sent to those individual libraries. The other two ARRCs may follow this model in the future.

E. The ILS won't change from Ill to another company for at least 3 years.

Blocking item requests after record has expired: Nancy sees requests coming through for expired students who don't have expiration dates in their accounts and community patrons. Send examples of this to Venice.

Blocking requests for electronic items: Nancy brought this up. Peggy noted that electronic items that your patrons don't have access to show up your scope. Send examples of this to Venice. She thought this had been fixed. This was discussed at our last meeting and is still happening. Casandra noted that it is not consistent across the system. She asked if it is just the ones they purchase themselves that are requestable. She also asked what they need to change on their end to stop this from happening.

Review of Best Practices document: Jerry will be attending the Ursus Directors meeting later this month. The questions the directors have are:

Are there outstanding things they need to address themselves?

How useful have we found this?

Do we want a retreat to discuss things in greater detail? The reference group is doing this.

We reviewed Draft 3 of the Ursus Libraries Circulation Heads Best-Practices Recommendations Prioritized document:

Introduction: Casandra asked if we want to consolidate some things like workflow and technology or leave them as they are. We will leave them as they are so they don't get too murky and big.

Loan Rules: Casandra asked if we deleted unnecessary rules. Jerry said no. Venice will find out if this is going to be worked out. Jerry offered to run another spreadsheet of loan rules for us to access and try to consolidate. Alicia talked about notice templates at the last meeting. Ben remembers they would be image rather than text. Alicia thought we could try this out. We haven't yet. Ben will take a look at this. We should aim for summer to try this template. We have standardized text for notices. (Discussion regarding image texts: Image template will change the look of notices but it might produce an image that wouldn't be readable for low vision. May not be ADA compliant.) Greg asked what the advantages of changing from text to image are. Text looks old. Jerry thinks we could customize an image with personalized info so we could reduce the number of loan rules. Casandra wants a new loan rule so she can text a notice rather than email it. Kathleen stated that there isn't much time before a change in the ILS to make changes to the loan rules now. Venice said the loan rules work, they're not bad, why not leave them alone.

We will leave the loan rules as they are.

Collections Access Facilitation/User Experience:

1. Electronic Resources: Ben states Interface Group met the last quarter of 2011. They had lots of ideas. Some things are being worked on. Aug stacks will change to UMA stacks. BCL has already changed to UMA Bangor. Instead of a 3 letter code, we could use the name of our library or something else. Ursus OPAC uses tabs instead of drop down. Drop down is nice because you don't lose the title you already typed in when changing. Very important to acquire funding to implement a transition to a new ILS. Casandra asked when will we be given an opportunity to give input on what we want in a new ILS. Venice said to look at Worldshare and give feed back. Kathleen would like to meet to discuss our thoughts on this. Venice also stated that the Summons contract is up sooner than the ILS contract. We should compare Summons and WorldCat Local.
2. Public Service: At Ursus CircHeads meetings we should feel to share stories of happenings at our libraries – feel good stories to help us keep up morale. Fogler still uses easles/flip charts for patrons to write comments on. Farmington is looking for a 24 hour space (not staffed) for computers, restrooms, study space. Barbara asked if we needed to add that our libraries need to be staffed enough to provide good public service. Casandra stated that students want more hours of access to the library but we need to staff the library to keep it open longer.

Interlibrary Loan, Request Function, Inn-Reach: An RFP is about to go out on the statewide courier service. The RFP may include asking the courier service to do more sorting. Many at this meeting disagree with this. We don't want the courier sorting. This can be a complicated process and may be a confidentiality issue. The courier is working well now and very important.

Technology – Casandra stated that we should put a statement in about funding for upgrades.

Training, documentation & assistance – We're not sure what we meant by "online tutorials". Elaine would like to be able to see Ursus at our meetings so we can actually see and test whatever we might be talking about. We decided to strike 6. Etc. from the Documentation list (B.3.c.)

Communication – MIN office will probably have meetings like the MaineCat meeting each year

Funding, Staffing – Nancy suggested we stress these needs to the directors. Patron driven acquisitions – USM is looking into purchasing books rather than using interlibrary loan sometimes. Iliad has a system to help with workflow for ILL staff. USM will let check a new acquisition

out on the fly to the patron waiting, then officially catalog the book when returned. Farmington does this informally.

Technology & Trends: Venice suggested we look at the upgrade release notes 2009 B1.4 and look at the new upgrade after it comes out in August. Nancy stated that we put this category on the list of things we need money for from the directors. Fogler has a self check out machine which ~100 people use a month. Those who use it love it. Jerry is interested in text messages. Casandra is thinking to using it for ILL. The issue is getting carrier info. Venice will look into this to see what is involved. Tutorials – this is something Alicia would do. We will invite Alicia to our next meeting or future meetings.

Workflow: We discussed the workflow involved in sending ILLs. Cross-training – Farmington staff do multiple jobs, circ works on reference desk, all staff work in access services a few hours a week. Discussion on reference questions – Elaine keeps records on FAQs, Jerry keeps a spreadsheet with categories for stats. Elaine asked group if they have non-professional staff covering reference desks. Some do, some don't.

Copyright/Course Reserves: Janet asked where we are with Ares. Casandra is writing another proposal to take to the directors. The cost came in much higher than originally quoted. Nancy said that Presque Isle uses Blackboard. All want a stable user-friendly electronic reserve. Janet stated that a systemwide copyright license would be helpful. Ben mentioned that the copyright for streaming video to all students in a class can be an issue. It can be very expensive and take a long time to get. Teachers need to be aware of this.

Separate contact lists for requestors and circ heads: We want separate lists so everyone doesn't get email for missing or lost books.

Tour of Nottage Library: A good time was had by all.

Respectfully submitted,
Barbara Higgins
Bangor Public Library