ALEPH Service Packs

- We will do an install during the coming academic year.
- Testing will be required.
- Kabel will send notes for the service packs once they are available to us.

ALEPH upgrade (review release notes for v. 19 & 20)

- ELT will decide about upgrading to ALEPH 20 at its next meeting.
- If we decide to upgrade, the upgrade will be scheduled for next summer (we need to give ITS one year's notice).
- Release notes for versions 19 & 20 were reviewed. They will be available to staff on Caesar at: \Caesar\circserv\aleph.

Group Study Room Loan Period & Minimum Users

- Should we consider reducing the loan period?
- Group study rooms are popular, and waiting lists are lengthy. By the time we get to a patron on the waiting list, they have gone, but we must wait 5 minutes before moving along to the next group on the waiting list.
- Other libraries our size are offering 2 hour loans, rather than 3 hour loans.
- Questions raised were: Should we consider shortening the loan period? And Should we require more people to use a group study room?
- 2 people can easily find a quiet space to study in the library.
- Shorter loan period would be good during peak times, and we can accommodate patrons during low demand times.
- Some people want group study room just for white boards: can we invest in extra boards on wheels?
- Kabel will look at how other institutions are handling this and then make a decision about loan periods and the number of people required to check out a group study room.

Group Finder

- This is software for group study rooms and meet up locations (http://www.lib.ncsu.edu/groupfinder/).
- Some people might make reservations for rooms and not show up; how would we deal with cancellations?
- NCSU has different types of group study rooms that they use Group Finder for.
- This is a non-Windows program, and we do not have the staff expertise to deal with this here.
- Laurie will look into other room reservation solutions.

New Kindles for Loan

- Users will need to register the Kindles with their personal Amazon accounts when upon checkout.
  1. This can be done by connecting the Kindle to a PC via a USB cable, via wireless if the patron has a wireless router at home, or the 3G model can use a cell data signal.
  2. We can use a PC at the circulation desk for registering Kindles to users.
- Service agreement for kindle needs to be created.
- Buy extra Kindle USB cables in case patron does not return the USB.
- Label USB cables with orange tape.
- We do not have service contracts for the Kindles, so we will need to charge users for any damage (unlike the laptops that have 5-year comprehensive service plans).
- After Kindles are returned, they will not be available until the next day: need to have staff check and make sure device is in good shape, and wipe it clean for the next user.
- Cataloging will create records in ALEPH.
- Kindle loan period: 7 days; one week loan
- Courtesy borrowers cannot borrow kindles.
- Fine structure: 24-hour grace period, bill as lost after 24-hour grace period ($45 overdue, replacement cost, and $15), tape fine structure in the case.
• We need to purchase protective cases for the Kindles, and cases to house each Kindle plus additional contents (USB, power adapter, instructions, etc.).
• We need to create easy-to-follow instructions for using the Kindle.
• Kindles will be available for checkout on 8/25.

Online Appeal Form

• Jeff created an online appeal form.
• The committee reviewed the form on the development Web server and made the following recommendations for changes:
  1. Summarily: delete this word
  2. Appeal time: change to 6 months.
  3. Explain how long the temporary release lasts
  4. Change head of circulation to library supervisor.
  5. Delete first sentence in appeals process section; replace with “if you questions about a fine, please contact the circulation department.”
  6. Change turn form into circulation desk to indicate forms are available at circ desk.
  7. My clicking wording needs to be changed.
  8. Link to student code of conduct from the appeal form.
  9. Add contact information in case patrons need to contact us.
  10. Add a separate box for amount to be appealed.
  11. Make sure there is info about supporting documentation
  12. Make link to print version of the form.
  13. Box for supporting documentation will be submitted; be sure to reference your name/Albany appeal, appeal will not be reviewed without documentation. Explain how to turn it in. Documentation must be submitted within 10 business days, and this is how you submit it (mail to address, send copy via email and send, drop off at library, fax).

Calculators on Loan

• We are not charging fines on the calculators.
• We will set these up similarly to the kindles: after 24 hour grace, the fine will kick in.

Action List

<table>
<thead>
<tr>
<th>Task</th>
<th>Assigned To</th>
<th>Completion Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review SP information</td>
<td>Everyone</td>
<td>TBD</td>
</tr>
<tr>
<td>Review ALEPH circulation release notes for versions 19 and 20</td>
<td>Everyone</td>
<td>By Next Meeting</td>
</tr>
<tr>
<td>Decide on group study room loan period &amp; required number of patrons for use</td>
<td>Kabel</td>
<td>8/9/11</td>
</tr>
<tr>
<td>Adjust tabs and Web pages to reflect any changes to group study rooms</td>
<td>Jeff</td>
<td>8/11/11</td>
</tr>
<tr>
<td>Adjust group study room signage and documentation if needed</td>
<td>Candie</td>
<td>8/15/11</td>
</tr>
<tr>
<td>Investigate room reservation software</td>
<td>Laurie</td>
<td>9/30/11</td>
</tr>
<tr>
<td>Create service agreement (like laptop contract or IMC equipment contract) for Kindle</td>
<td>Jeff</td>
<td>8/17/11</td>
</tr>
<tr>
<td>Draft instructions for registering &amp; using Kindles, develop policy/procedure documentation for staff (one set for basic model; one set for 3G model)</td>
<td>Kabel</td>
<td>8/15/11</td>
</tr>
<tr>
<td>Order Kindle supplies: extra USB and power adapter, protective covers, equipment cases</td>
<td>Kabel &amp; Nancy W.</td>
<td>8/8/11</td>
</tr>
<tr>
<td>Prep Kindles for circulation (property tagging, orange tape, cataloging)</td>
<td>Jeff</td>
<td>8/18/11</td>
</tr>
<tr>
<td>Input Kindle loan period, fine structure, etc. in ALEPH</td>
<td>Jeff</td>
<td>8/10/11</td>
</tr>
<tr>
<td>Make recommended adjustments to the online appeal form</td>
<td>Jeff</td>
<td>8/10/11</td>
</tr>
<tr>
<td>Adjust calculator fines to match what is created for Kindle loans in ALEPH</td>
<td>Jeff</td>
<td>8/11/11</td>
</tr>
</tbody>
</table>