Circulation Working Group Meeting

Thursday, November 11, 2010
2:30pm - 3:30pm
Room LI-B45

Attendees: Chris M., Mary, Lisa, Nancy D., Jeff, Kabel

Review Minutes from June Meeting

https://wiki.albany.edu/display/libcircmedia/Circulation_Working_Group_Meeting_060810

- Group Study Room Texting: Science is using AIM, ULIB is using freetextmessage.com. We need to get on the same page with this. Jeff work with Laurie, and then Systems to set this up.
- Damaged IPSs: are the PCs at all circ desks set up to catch IPS notes? We need a procedure in place for working with this IPS. Volunteer? Nancy has something; forward to Kabel (Nancy sent April 16)
- Item Status for Equipment without Fines: This is on set up on PROD. We are using it for the laptop mouse/power cord bags. How is this working from the human perspective? This is working well, let's apply it to markers now. Kabel will talk to Chris about changing the item status on these.
- Inventory: worked with Systems to run a few tests with the ALEPH Inventory service. The reports did not produce adequate results. An email thread regarding inventory was recently posted to the ALEPH North America listserv with some information about an inventory procedure that someone in the Czech Republic created. Kabel adjusted the XSL file to work with our local settings, but has not tried running this because it uses the General Retrieval Form Service (not familiar with this). Has anyone used this service? Nancy D uses this; Kabel and Nancy will look at this and take a look at a problem with TEST reports.

Missing IPS Project

- We are about to begin a project to consolidate a lot of our Missing IPSs, and delete unused Missing IPS codes (example: combine Missing Jan-Mar 2005, Missing Apr-Jun 2005, Missing July-Sept 2005, and Missing Oct-Dec 2005 into a single Missing 2005 IPS; delete unused IPSs after consolidation).
- There are over 11,000 items that are currently listed as missing in ALEPH.
- Karina Ricker is going to run global changes on these IPSs to accomplish this. She will try this on TEST on 11/19; if she is successful, she will run this on PROD on 11/29.
- There's a lot of material that went to Storage without changing the sublibrary. We need a report that will find these materials. Can we get this cleared up through a global change, too? Lots of materials are coming up on the missing list that fit this category.
- Some patrons do not understand what the missing status means. Can we create some information for the web page about this? A web page for how to read an item record and include terms that appear on this. Things that appear: IPSs, collection codes, loan information. Nancy D has a list of codes. Let's work on this project at our January 6 meeting.

Magstripe Readers

We are ordering more magstripe readers. How many do we need?

Place one reader on PC in 118

If we can get these for individual staff desks: Lisa, Jeff, Nancy

Need for Science?

Reserve ones for Systems

One for SPEC

IMC?

Email Notices and Receipts

Jeff investigated how to switch printing over to emailing for receipts and notices. We know how to configure the notices so that emails go out; however, with return receipts, one email is generated for every returned item. We can cut down on white space, but that's about all that we can do with this.

We need to decide which notices and receipts should print as they do now, and which notices and receipts should go out via email. We also need to think about any potential roadblocks to doing things this way.

Brainstorming warm up: Paper Clip Exercise

- Someone Picks an Object
- Split into small groups
- Write down as many ways as you can think of to use object; ideas do not need to be good; they will not be judged; a prize will go to the group with the most ideas.
- Think of funny/crazy thoughts, too.
- 3 minutes will be devoted to this; tally and report out.

Brainstorming for email notices and receipts
What kind of notices and receipts do we have now?

Consider the following three questions for each notice/receipt: What can we email? What needs to print? Potential problems/concerns as we shift to email?

- Checkout Receipts: book and media are okay for email receipt, but need print (and less white space) for short term loans; do we want this right away or batched?
- Do we need the AG blurb at the bottom of each receipt? Check with Peter R-M
- Return Receipts: email would send one receipt per checkin
- Big issue is someone who doesn't have an email address (lots of recalls that do not have email addresses)
- Can configure to print if no email address in patron record
- Bounced email: our email account is not set up to receive email.
- Transfer slips need to print
- Hold slips need to print
- Fines on receipt are inaccurate: look into this. Can we get just current fine on this?
- Circ desk renewal receipts can email
- Waives: do not need print or email; get these on the report. Or have an email that goes to the patron indicating that the
- Cash register receipts: print for us and email for patron.
- Patron circ summary: print at desk
- Print Screen: can be non-ALEPH.
- Overdues: email for 1, 2, 3; Lisa needs printout for 40-day; print media and IMC so that we can search.
- Recalls: email only; mail last recall notice?
- Fine Notices: Email (can we add other fines owed to this?)
- Hold Available/Delete: Print: this is for us; do not need deletes at all.
- Courtesy Notices: Email
- RLB: Print for staff
- Invoices (55 day bill): email; needs to include AG info; print so Mary can use for PS, need to search first.

What kind of issues might we run into if we email, rather than print and mail?

How can we market this change and get the word out to our patrons? We still need to talk about this.

What else do we need to consider?

Need to set up machines to set up printing as email; if run into problem, switch to print preview: need a procedure for this.

We've set up an expectation or a culture that people need a receipt.

Send departments info asking them to remind about faculty due dates.

**Next Meeting**

Thursday, January 6, 2:00 - 3:30pm in B45

**Action List**