

**State University Libraries' Public Services Steering Committee, Circulation Subcommittee
Meeting Minutes for 09 March 2007 11:00AM**

Present

Merilyn Burke, USF
Lisandra Carmichael, UWF
Geraldine Collins, FGCU
Lori Driscoll, UF, Chair
Wendy Ellis, FCLA
Priscilla Henry, FAMU
Marcus Kilman, UCF
Jennifer Kuntz, FCLA
Bridgett Turnipseed, FSU
Robb Waltner, UNF

Advanced Booking

Advanced Booking – which is included in the basic Aleph license, allows for: predefined time slots, patron- (via OPAC) or staff-initiated reservation, preview window of time during which next holder of time slot can checkout item

Item Booking/Media Management -- Add on for \$9750 initial licensing & \$1044 annual fees for SUL; not confined to predefined time slots, more flexibility for head/tail time; maintenance alerts, tracking; option to borrow in person or deliver to patron.

- *Are there ways to incorporate into Endecca, at least via link to Aleph booking view?
- *It won't allow two people to book at same time; other like items will be booked instead until no more are available
- * Patrons would not see who had placed request before them
- *Managed via batch jobs and other services to view and delete schedules, produce overdue fines/notices
- *Seems useful for study rooms, laptops; Advanced Booking may be sufficient to meet needs
- *Videos for professors: can we set an "advanced hold" to prevent people from checking it out? We can set hold date start (a booking request), can define slots of time unavailable for booking but not from circulating
- *Laptop circulation among SUL: USF has 19 laptops with 20 more on the way, UCF has 38, UWF offers 20 for students (first-come, first-serve) and 20 for faculty that can be reserved in advance, UF has 20 for students with plans for 10-20 more next year and one for faculty use
- *Merilyn described the USF program for logging on, record maintenance, etc.
- *FCLA offered to set up Advanced Booking and Item booking if we're interested
- *Advanced booking is part of the current system that would just need to be set in tables (tab43 time slots) with maintenance on our end
- *We asked to have it installed on Aleph Test 18
- *FCLA needs to know our defined schedules; days & hours; can be independent of library hours; days can be different; hourly parameters
- *FCLA will find out what needs to be done to set up web pages for the patron interface; we still need to find out how patrons get to Advanced booking
- *FCLA will send staff guide of documentation

Chair Elect

No chair-elect has been selected. No one volunteered to serve in that capacity, but a suggestion was made that maybe someone will volunteer later in the year.

Pilot projects: receipt printing, self-check, others?

Self-check
(see extended discussion below)

Receipt printing

Robb has test the CCLA template with v15 and v18 loan and return receipts; same templates worked on both, better on v18 for print dispatching to different printers. Bridgett is testing different customizations. Jennifer mentioned that Ellen can assist with templates. Lori would like copies of the templates to be loaded on Test so we can test new UF receipt printer.

Evaluation and Assessment - goal from December joint meeting

It was agreed that this was a goal worth pursuing but more discussion needed to occur to determine the best way to evaluate service. Brainstorming yielded:

- *Online survey / copy of survey at circ desk / link to survey could be published on a bookmark given out at Circ
- *Should we evaluate impact of new projects, like self-check, receipts, etc.?
- * PSPC is developing service standards – how do these apply to Circ?
- *Questions can be LibQual-type, regarding awareness of policies, service given, etc.
- *Prizes and incentives?
- *If online, put a computer by Circ desk for users to complete the survey there
- *Maybe focus groups would be more useful, concern was that each of us would need to get Institutional Review Board approval
- *Mystery shopper program in conjunction with campus Human Resources (UCF); students in classes are the shoppers (FGCU)
- *Collaborative effort across SUL – but will everyone want something different for their campuses?

We can share additional ideas via the listserv, then resume discussion at May conference call.

Self-Check

Jennifer sent us questions to be asked of vendor. We agreed that we'll pilot at FSU & USF (who are coming up on v18 in August) and UF (who are coming up in July). The other institutions are waiting until later next year. Jennifer is checking on consortial pricing. Jennifer would set up the FCLA ExLibris library v18 to test initially.

Update

UF is proposing to move from Docutek to Ares. Jennifer wondered if it used NCIP to talk to circ and would interface with Aleph. Lori wasn't aware, will research, and share additional information via listserv.

Regarding Reserves in the v18 client, it is the same. The upgrade will be in v19, but the SULs will be upgrading at v20.