CSUL Resource Sharing Agenda June 10, 2015

1. Welcome – 2 guests:  ***Hang SooHoo*** from University of Florida (FLARE) and ***Wendy Dover*** from Gulf Coast State College (new chair of FLVC RS).
2. Rachel Tait-Ripperdan leaving ILL
3. Approval of minutes from last month - approved
4. Would someone take minutes for this meeting? - Rachel Tait-Ripperdan
5. ***Hang SooHoo***- University of Florida FLARE
   * What kind of flatbed scanners / bookeyes are people using?
   * UCF - Bookeye 2 & 3 from Digital Library Services Group, prefers older version, 7 sec/page
   * FAU - Fijutsu FI-6770, Bookeye and Bookeye 4
   * UF Law - Bookeye 4
   * FAMU - Epson DS6500 flatbed
   * USF - Panasonic KV series and RICOH copy/fax/scan
   * FIU - Fujitsu 5750C, Bookeye 4
   * UNF - RICOH copy/fax/scan
   * FSU - Minolta Bixhub, Epson flatbed
   * FLARE - BizHub 350, wants to upgrade to an overhead like Bookeye
   * FIU Law - Toshiba
   * BSCAN software - upgraded version allows for manual setting as well as automatic
     1. Integrates with ILLiad, scan the TN, uploads the article with Article Exchange or Odyssey
     2. Can also save to the hard drive in case there are problems with the delivery
6. Lost Book Policy
   * Wendy Ellis: will have lost book billing set up by mid-August, not July 1.
   * Wendy Ellis: What will happen with the lost notices/invoices? - follow up in July
   * Discussion points that have arisen from FLVC Resource Sharing group
   * Are we only charging each other or will we be charging the colleges, as well?
     1. Colleges are concerned because not all books cost $100.69 (Bowker replacement) to replace
        1. They charge actual replacement cost following the National ILL Resource Sharing Code
        2. They understood that we were not going to charge them but would only charge the universities
     2. Do we want to charge, considering how minimal the losses are?
        1. UF does not want to charge
        2. UCF had the most lost books, so they want to charge
     3. Do we accept replacements?
        1. NCF - no
        2. FGCU - no
        3. Pushya - yes
        4. UNF - yes
     4. We need an agreed upon policy
     5. CSUL has agreed on our recommended policy on charging
        1. Kristine will request that this decision be moved to FLVC so the full group can discuss and make necessary adjustments and delay implementation until January
7. Wendy Ellis - wants to introduce the possibility of including the patron’s major in the patron load starting next-gen for statistical purposes
   * Add to agenda for July to discuss with Wendy
8. ILLiad 8.6 – release – changes  (***LeEtta*** – her notes from the ILLiad conference)

Primary talking points for 8.6 (May 26th 2015) were:

* All email templates will be held only in the database (customization manager)
* We will be able to create aliases for request statuses as they show to the patron on the web pages (e.g. can make ‘request sent’ look like ‘waiting on lender response’ or some such)
* Overdue blocking will unblock itself and be separate from staff applied blocks
* More info will show on the OCLC holdings screen when processing borrowing requests
* Additional mobile phone field in patron record and addon that will send SMS notification (requires institutional account)

OCLC’s making a few changes that will affect us:

* IFM billing will calculate when the item is marked as shipped by the lender instead of waiting until the borrower marks it receives
* A refund ability and workflow is in the works (as opposed to dummy request)
* Libraries can set their days to respond at one or two days now
  + Based on calendar days (i.e. requests age out at 12pm/2400 hours EST)
* July 8 meeting - roundtable discussion to create a wishlist of changes to ILLiad to send to Atlas

1. July 1st –

* ~~Starts the Lost book policy program for UBorrow’s among the SUS’s~~
* Starts the shift of seeing geographically UBorrow requests instead of College to College and University to University and then rotating.

1. ***Peggy***: - 3M security gates:

Here at FGCU library we noticed our 3M security gates going off more frequently.  We conducted a survey for 16 days to see how many times the gates went off.

Are you all experiencing your 3M gates going off more & if so – how did you solve?    We would be interested to hear what happens in your library.

**3-M Gate Alarm Log - April 6-April 21 2015**

                We decided to keep a record of the number of times our 3-M gate alarms sounded and record what the patron might have in their backpack that was causing the alarm to beep.  This observation lasted 16 days. We recorded the cause why the alarm was set off by the following categories:

* 1 - FGCU library item not checked out or not desensitized
* 2 - Non-FGCU item
* 3 - Laptop or equipment alarmed
* 4 - No apparent reason

Total times #1 was the reason - 20 times the alarm sounded (this was not clear if the items were checked out or just not desensitized)

Total times #2 was the reason- 33 times the alarm sounded (Non-FGCU item)

Total times #3 was the reason- 38 times the alarm sounded (Laptop or equipment)

Total times #4 was the reason – 26 times the alarm sounded (no apparent reason)

We recorded 117 times the 3-M gate alarm went off.  Over the 16 day period that meant the 3-M gate went off on an average 7.3 times a day.

We know patrons forget sometimes to stop by the Circulation Desk to check out material.  They might be studying and when they are ready to leave, they gather their belongings and forget to stop at the desk to check the items.

* Does everyone's gates go off a lot and how do they deal with them?
  + Many gates go off for no reason and similar reasons that we have seen
  + Don't blame the patron
  + Ask about textbooks
  + Signage regarding "accidental alarms"
  + Metal near the gate (golf cart, fire door, metal stud) causes it to be more sensitive

1. CRL records in Mango – Local catalog? (**Dan**)
   * Dan has all his answers, no discussion
2. Rapid R?  Has anyone looked into it  (**Dan**)?
   * Rapid Returnables - loaning of physical materials
   * 2 day turnaround time
   * UPS/FedEx required
   * Upcharge of ~$5000 per institution
   * Group agrees that UBorrow suffices and the cost of Rapid R isn't worth it at this time
3. WebCirc – Who is using it and what are the benefits (**Dan**)?
   * How does it work with multiple pickup locations? When do you contact the patron?
     1. Had a delay before Atlas turned off that functionality
     2. Added to the email that there will be a delay in delivery to a branch location
     3. Branch notifies again when the item arrives for pickup
   * Benefits: easy, fast
   * Downside: no ID swipe required
4. Distance Learners

A few months ago, we started discussing policies and so forth regarding distance learners.  I would like to continue the discussion with:

* What are other issues regarding distance learners that people have been thinking of?
  + My question is also in regards to regional campuses/joint use facilities…do you treat those students as distance learners?
  + We currently have:
    1. What is your definition of distance learner?
    2. What is the distance ratio for supplying distance learner materials?
    3. Do they need to be taking all online courses?  What about mixed mode (come to campus once a month)?
    4. In ILLiad, how can you tell when their status has changed?
    5. What are the loan periods for distance learners?  Do they get treated differently than if they are at the library?
    6. What are the various mailing options that institutions are doing?  Are we all doing the same thing?
       1. Can we tell patrons to drop off the books at any of the 40 institutions?
       2. Who is paying for return postage?
       3. Who has access to FedEx/UPS
    7. Are distant learners joint use patrons?
  + What about students that are not enrolled but are finishing up their dissertation/theses?  What kind of library service are you giving them?
  + Look at our current reciprocal agreements – do they fit in with distance learners?
    1. How do we handle circulation staff when patrons get turned away
    2. How to make sure all 40 institutions are aware of the reciprocal agreements.
  + DLs should be fully supported through university funding, including library shipping
  + Time is an issue - double shipping time
  + Not all public libraries offer ILL services
  + We will readdress in July or August meeting

Next meeting, July 8, 2015

Correction to one of the notes, Lost Book Policy #6:

•             Wendy Ellis: will have lost book billing set up by mid-August, not July 1.

This is inaccurate.  I have not started setup for lost book billing yet, and will not be finished by mid-Aug.  Mid-Oct on Test, is a better estimate.

It’s my understanding that implementation will be delayed until Jan 2016.