

**Access Services Committee
State University Libraries**

Minutes

7 October 2011

Attendees:

Donna Alsbury – FCLA
Verne Burch – UF Health
Troy Christenson – FAU
Jude Cobham – FIU
Barbara Dubreuil – NCF
Priscilla Henry – FAMU
Jeff Honker – USF Health
Marcus Kilman – UCF
Jennifer Kuntz – FCLA
Elaine McCreary - FAMU
Steven Matthew – FAU
Paul Mosley – UNF
Alison Piper – NCF
Randy Polo – USF Health
Mary Radnor – FIU
LeEtta Schmidt – USF
Kristine Shrauger – UCF
Dennis Smith – USF
Amy VanMiddlesworth – USF Polytechnic
Amanda Ziegler – UWF

Minutes of September meeting were reviewed and approved.

Jennifer Kuntz reported on current status of FCLA/UBorrow.

FCLA management is spending a lot of time answering questions for the consultants working on new organization. We have also been asked for CSUL to make a list of our projects that will likely be impacted by Single Bib, which I just reviewed yesterday. Jean Phillips has offered to share/discuss those with the group if they are interested.

UBorrow is going well. Some developments in test: automatic renewals, better selecting of items when there is a book as well as CDs, supplements, etc.

Kristine Shrauger led a discussion on lending of other media types through UBorrow.

Discussion focused on potentially using U Borrow to facilitate interlibrary borrowing of A/V materials, such as CDs, DVDs, etc. While it is currently possible to add U Borrow capabilities to media, loan periods for media differ and are generally shorter than for books. Current 30 day loan for books may not work under current circumstances.

One possible solution is to add the U Borrow button to any materials that could potentially be lent and then to have it redirect to ILL if the item cannot be handled directly through U Borrow. Consensus is that the ultimate goal is to make it easier for patrons to submit requests for any type of material.

Jennifer Kuntz also reported on the current status of Single Bib.

Single Bib is sort of like a migration to a new system. We will still be using Aleph, but the way everything is connected together is different. May not see a lot of obvious changes in how Circulation, etc. works with Aleph but there are some things that are different, such as setting up permissions to make sure that each institution can only see their patrons and not other institutions, since a lot of the data "lives" in the same place in single bib. There may be some improvements to U Borrow in the new structure, such as improved ability for patrons to request/return anywhere, but cannot say for sure yet. Obviously we can't move to Single Bib for "real" until all aspects, including U Borrow, are working. Patrons are currently working in the single bib test environment which includes UF, FSU and USF. Next week we will be tackling circulation. In the background, FCLA is also working on how all 11 institutions might work in single bib, and planning for a Shared Storage environment.

Donna Alsbury reported on U Borrow Request Tracking system.

Tracking system will allow individual libraries to see what happened with individual requests. Where did the request initiate? Who responded to the request? If there were errors, what happened and where did the system not work? Tracking system gives a step-by-step accounting of the various stages that patron material requests go through.

We are also working on patron privacy protection. Changes to patron reporting to ensure privacy are in place. Reports give characteristics but patron privacy is protected. Active Patron Counts is one of the reports available. Allows libraries to see how many patrons are using the system and make date comparisons.

Kristine Shrauger reported on the Resource Sharing Task Force.

RSTF is talking about taking ILL to 60 day loan period. Proposal will go forward next month. Is 60 day period acceptable for ILL? Should this also be extended to U Borrow requests?

Discussion included the following points:

- Where standard loan for undergrads is 28 days, some concern about increasing ILL loan period to 60 days.

- Libraries that have increased loan period to 60 days have seen a decrease in processing of overdue notices and fines and thus realized staff efficiencies in facilitating borrowing operations.
- Some concern over the effectiveness of recalls. Some schools only recall for reserve. Would longer loans result in the need to recall materials for patron use?
- UCF went with 60 day loan period 6 years ago. Actually helped provide staff with additional time because they didn't have to deal with over dues and fines. If a book at UCF is checked out, patron can use ILL to request from another SUL. Started off not renewing, but decided to allow renewals as needed.
- UNF has observed that many patrons will pick up books and almost immediately request a renewal because the due date comes before they will have time to work with the material.

Kristine will send out a proposal for standardizing loans periods statewide following current meeting and invite comments. She would like this to go forward so that SULs have standard loan period.

Questions regarding chairing of Access Services Committee resolved:

Troy is chair in 2012. Amanda is chair in 2013.

Discussion of Face-to-Face Access Services Committee meeting:

Group discussed doing a combined meeting for Access Services and Resource Sharing. Perhaps spend two days: one day for Access Services and UBorrow concerns; one day for Resource Sharing concerns.

The group discussed the possibility of doing a combined meeting in March or April of 2012.

Meeting was adjourned at 11:50 AM.