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Joint Automation Project
Operations Committee
Minutes December 5, 2007 at SALS 10:00 a.m.

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Present: Deb Callery (JOH), Valerie Catlin (MVLS), Jennifer Ferriss (SALS), Mary Hanley (JA), Mary Ann Hunter (SAR), Donna Kuhner (GLV), Michele Largeteau (JA), Sharon O'Brien (MVLS), Diane Robinson (JA), Jason Thomson (JA), Mary Ann Warner (SCP)

- Topics from prior meeting:
  - Patron ID- Social Security numbers: JA staff will consider after the new year.

  - Contacts lists: an e-mailing list is needed for holds and transit questions; there was discussion about what current and new lists should be used for (where XXX is library symbol and description is in parentheses); libraries decide who will be on which lists.
    - Proposed New: XXX-delivery (delivery issues/questions/ Polaris holds/intralibrary loan contacts)
      [NOT to be confused with Delivery-L, which goes to delivery contacts at CDLC member libraries and system members]
    - Proposed New: XXX-ILL (Not Polaris ILL)
    - Site-contacts/XXX-contacts: key people at all MVLS/SALS libraries; use for policy questions, planned downtime, notification
    - SCP lists include branches; not separate lists for each branch.
    - XXXX-directors (where XXXX is MVLS or SALS): all directors in respective system; but in larger libraries, may not be enough, so site/XXX-contacts may be preferable. There are also all-directors (all in MVLS/SALS) and XXX-directors lists.
    - All-users: for emergencies, last-minute downtime notifications (should be less frequent with new generator)

    Requests for who is on lists at your library and changes can be directed to computer support.
    ACTIONS: Mary Hanley will work on querying libraries and compiling new lists; Jason Thomson will work on making e-mail lists web-accessible.

  - Items Transferred/In-transit report: was broken by 3.3, and is now repaired. There is a new section in testing by JA staff- your (assigned branch) items going between two other branches (as when an item checked in fills a hold). It is recommended that libraries run the report weekly, so as to follow up promptly on library processing and delivery problems.

  - Polaris 3.3 settings
    - Free Days Bulk: if library has asked to set this number differently from normal free days, renewals from patron 'items out' list uses setting from bulk, but renewals from PAC use normal free days. JA have notified libraries that set their bulk days differently from normal, and filed an iTrac with Polaris.

- Reset Due Date: permission was given to circ5 user accounts
- JA site visits: are ongoing, in order to update Polaris/RDP settings, to better balance terminal server loads.
- Reports and system performance: it has been noted that the running of some reports at some times has had negative impact on system performance, especially those reports that use the transaction file. Diane Robinson stated that it was difficult to determine exactly which reports, and under which circumstances this happens. She suggested that some kinds of reports be restricted to overnight hours, and be offered on subscription to libraries: This is talking about the Circulation Summary Report (not all reports)
    - Prior day report (daily)
    - Month to date report (daily)
    - Prior month (first day of following month)
  Libraries would also be able to request on an ad hoc basis. Mary Ann Hunter noted that SAR might want circ hourly reports to aid in scheduling staff.
  ACTION: Diane will send to site-contacts asking that reports covering more than one month's time be run at night, and about the above subscription options.
- Keyword search problem: searches using some two-letter words (e.g., "it/IT", "K2", and searches with asterisks are missing titles that should appear; JA are in communication with Polaris on this problem. Please report any such search problems to computersupport@sals.edu.

- New topics:
    - New Material Code: microform has been created, and is being looked at on trainer
    - Credit Card use: looks difficult to implement consortially; Michele has been corresponding with Polaris on this.
    - "Unavailable" status: SAR requested to use "unavailable" for items pulled from shelves for story time use, for example; after some discussion, it was agreed that libraries may use "unavailable" status on items that are temporarily, intentionally removed for a specific reason. Changing "Display in PAC" or hold options, or shelf location would be at the library's discretion.
    ACTIONS: Michele Largeteau will compose a message; Valerie Catlin will update the "how-to" document.
    - Patrons without a valid address: A library asked about removing patrons' addresses from their registration records when mail has been returned as undeliverable. The result is that the patron has 'bad' (i.e., telephone) notification options, and will show up on the monthly report. It was also noted that old addresses may be helpful in tracking down or connecting the patron to the record at a later date. **Decision:** if mail has been returned as undeliverable, the library should make the bad address the Previous address. The Home address should read: BAD ADDRESS DO NOT MAIL; use the library's zip code/city. Staff should be alert for these when preparing notices for mailing.

ACTION: : Michele Largeteau will compose a message; Valerie Catlin will update the Patron "how-to" document(s).

- o Serials: steps to be taken before libraries begin to use:
  - JA staff need to set up permissions; to start- SAR, SAL, MVL, SCP
  - JA is purchasing prediction patterns from Polaris, which will save much work for the libraries; there should be conventions or perhaps templates set up for entering prediction patterns for additional titles.
  - Jason Thomson will create an online form to request serial bib. Records
  - Some thought needs to be given to barcoding, retrospective conversion and other questions

There was discussion about how to handle current issues which the library does not circulate until the next issue arrives; best practice is to mark the item non-circulating, and change it when it is available to circulate.

Mary Ann Hunter congratulated the JA staff on an upgrade that was easy and transparent for the libraries, and said that they were grateful and happy customers. Everyone heartily agreed.

- Meeting dates for 2008: all at 10:00 a.m.
  Meetings may be cancelled if there is no agenda.

2/13 at MVLS	8/6 at MVLS
4/2 at SALS	10/15 at SALS
6/4 at SALS	12/3 at SALS

Respectfully submitted: Valerie Catlin