Joint Automation Project
Operations Committee
MEETING NOTES
October 15th, 2008

Present: Deb Callery (JOH); Valerie Catlin (MVLS); Jennifer Ferriss (SALS); Mary Hanley (JA); Claudia Hayes (CPH); Mary Ann Hunter (SAR); Donna Kuhner (GLV); Michele Largeteau (JA); Tim McDonough (WAT); Sharon O'Brien (MVLS); Diane Robinson (JA); Mary Ann Warner (SCP).

- Welcome
- Topics from last meeting:
  - SS numbers/ID Standards – still outstanding
  - Credit Cards - The credit card committee met, gathered information, and determined some questions. Libraries were polled and a few are interested in accepting credit card payments. Policies and procedures between participating and non-participating libraries need to be determined.
    Transactions are by registered library. If any credit is applied, it must be at the location where the amount was charged.
    The system can handle different banks for different libraries.
    For amounts that would be transferred between libraries (e.g., replacement fees), reports will be needed, and libraries will need to write checks.
  - Purging, Items - Some work has been done in withdrawn items, but some reports take information from item records, as well as from the transaction records. It may be necessary to revise some reports and transfer some data before further purging can be executed. Diane Robinson will consult with Polaris staff.
  - Purging, Patrons – As year-end approaches, patron record purging is taking priority. JA staff will create record sets of patrons with >$50 in fines that are >7 years, so that libraries can convert them to delinquent class. Libraries will be offered the option of changing the dollar amount and age of fines.
  - Scheduled tasks list – Michele Largeteau distributed a draft list; it was felt that such a list could be useful, and should be posted to Intranet when trainers have cleaned it up. There is already a separate document covering holds tasks.
  - Patron registration problems (non-agenda item) - A library should delete a patron's record, if requested, due to identity theft or other such circumstances. It was noted that the title (Mr, Mrs, etc) drop-down menu in the patron record has punctuation, and our procedure is to ignore punctuation.
  - Reports – Diane Robinson reported that a number of reports were removed from the Polaris client, and installed in the reports web pages, with notes on many to run only at night. As a result, there have been no response time complaints in a couple of weeks.
    - Some polling was done to find out which reports libraries find useless. It would reduce clutter to eliminate them from the menus.
    - Documentation: it may be possible, but not easy, to link to reports documentation from the reports pages.
    - It was requested that more reports be set up and offered to libraries as automatic subscriptions with results e-mailed to staff, as statistical summary is now. Named were: Circulation by assigned branch, Circulation by loaning branch (these count distinct items); Item circulation

> by collection, Items transferred to fill holds, Items received to fill holds (these count transactions); and Patron register. Also mentioned were trend reports (e.g., Octobers of three successive years), and more granular patron groupings. It was pointed out that NYS tax maps can tell you in what town/school district an address is located (though there are gaps, and difficulty varies by county): http://www.orps.state.ny.us/gis/taxmap/index.htm

- New topics:
  - Serials
    - Call number "Serial" was stripped from bib record, so that it does not appear twice in the item record.
    - Item templates should have "serial" if that is what the library wants in the call number; this was announced.
    - Since only item-specific holds can now be placed on serials from the PAC, it is necessary that each holdable item have a barcode; staff can place bib-level holds, but get a random issue.
  - Override permissions- It was noted by one library that a Clerk2 can override non-circulating blocks (whether loan period 0 or determined by patron/material code), and permission for clerk2 at that library was removed at their request. Other libraries: SCPL wants at Clerk 4; SAR as is; so permissions will be not changed across the board.
  - Processing Fees-
    - SCPL is considering $5 processing fee if patron brings in item to replace lost one. However, replacement fee is by owning library of the book, and bill does not indicate whose book it is, so it may be that some items on a bill may have a fee, and others not. SCPL has patrons offering replacement copies. It was recommended that SCPL amend text in bill to say that they will not accept replacement copies unless approved by senior staff.
    - Libraries may charge a processing fee, and the Intranet document should be update to reflect this.
  - Charges and credits-
    - Most libraries are adding charges for printing, etc.
    - Some libraries are giving credits, for example, when patron finds an item that was lost and paid; it was suggested that the library issue a check instead to keep the bookkeeping "clean", and require the receipt for payment, and that there be a 6 month limit.
  - Material types: After discussion, it was decided that new material types should be added, so that libraries can be more flexible in loan periods: New and Popular Video, New and Popular Audiobook; templates will need changing. There was since a message announcing this.
  - Collections: new collections to be available: New and Popular video, New and Popular audiobooks

- Next meeting – December 3rd 10:00am @ SALS (Later changed to December 9th)

Respectfully submitted,
Valerie Catlin