Catamount Loans Group Draft Minutes of Oct. 16, 2014 Meeting

Deb Higgins, Wendy Sharkey, Tammy Gould, Jill Tofferi, Lindsay Bellville, Therese Marcy, Sheila Kearnes (momentarily) & Jill Chase attended.

The minutes of the last meeting were accepted.

All decided that the current CLN lost/damaged book policy should be rewritten to state that libraries will bill other libraries for items that have been overdue for 60 days or more. Deb volunteered to do this.

Brooks had brought up the use of High Demand status that is awarded by each library for their own items. Brooks doesn't use that designation, so just wanted an explanation. They are satisfied to see how things go over the next six months and then decide if the issue needs to be revisited. Jill T. shared that she runs a high demand report monthly to be sure that what is on there should still be there.

In the case of items that have holds at their home library, but are overdue from patrons at another library, it was decided that the best protocol is for the home library to call the Super Loaner (ILLer?) at the delinquent patron's library to ask for swift action to get the item back for the home library patron. AS it doesn't seem to happen too often, this seems the best way to know the message has gotten through. Second best would be an email sent directly to the Super Loaner at that library. This contact person will be determined and contact info made available.

It seems the duty of each library to periodically run reports that show long overdues and overdues with holds. Brooks runs their #85 weekly which shows overdues with holds for their own patrons. They run their #120, which shows patrons from other libraries that have Brooks items long overdue, quarterly. This report also shows overdue items that are checked out by non home library patrons and 1-90 days overdue.

 There is a problem with patrons wanting to put holds on individual magazine issues when all the issues share the same record. Unless we can put each issue on its own record, we should at least put a public note on each item saying something like: If you'd like to place a hold on this issue, please contact a staff person.

There have been cases of libraries outside the consortium placing holds through the catalog as they would as patrons. The main problem here is that they put the holds on one CLN library's catalog because the record says the item is at that library. But the item may not actually belong to that library . . . in some cases it has been sent there from another CLN library. So the lending

links get totally messed up. The group decided that a policy needs to be enforced that CLN libraries will only accept loan requests from libraries outside the consortium through Web2/VALS. Two messages need to be circulated, one to the CLN libraries stating the above and another to Publics explaining that they can only request books through Web2/VALS. I think I volunteered to do this . . .

The idea came up that we really need to have a common place to have easy access to contact info on the loans, circ., catalogers or directors of each library. While we can construct lists for each group to be found either on the Catamount website or on Basecamp, we found there is also a place on Koha it could be stored. Go to Koha Admin., click on Libraries and Groups under Basic Parameters, and you find library info. Jill T. will ask Sheila K. if this could be expanded to show info on each library's Super Loaner, Super Cataloger, Director, etc.

Our final discussion was about the latest Koha upgrade being more of a downgrade. We began a list (thanks to Therese) of things that have changed for the worse that we would like to see fixed.

1)   When checking out, the list of books checked out to the patron should come up automatically, without having to check the box asking for that. Then as each item is added to their checkout list, it should just appear at the top of the list, without the screen having to refresh each time an action is taken.

2)   The due dates are now in reverse order of what they used to be

3)   When items are renewed, we'd like them to move up the top section of the record with the renewal date in the same position as all the lastest due dates instead of showing up in a separate box on the far right. There is no need for the old due date to still be showing on the left.

4)   On any screen where you are working, you need to have the most important info visible at the top of the screen where you are working without hunting or having to scroll down.

5)   The "HOLD waiting list" only shows one title at a time even if the patron has several items on the hold shelf. The entire list used to display.

6)   In general, staff time and resources are being squandered having to relearn many new procedures that are not necessarily an improvement to the system or work flow. If they were actual improvements, that time would be well-spent.

7)   The system is slower and this has a effect on customer service.

8)   With the previous checkouts in reverse order, it is easy to miss offering to renew items that a coming due soon.

We know there are other things that have cropped up but after nearly two hours, our mushy brains were no longer computing. It was decided to start a Basecamp thread to identify other quirks that need to be addressed.

Deb will be sending out a Doodle Poll to schedule the November meeting.

Submitted by Jill Chase, makeshift scribe