

Merlin Access Services Committee Meeting Minutes

May 1, 2007

Present: Mary Anderson (UMKC); June DeWeese (MU); John Dethman (MU Law); Tammy Green (MU); Tamara Guilford-Davis (MU Law); Terri Hall (MU HSL); Annette Howard (UMR); Barb Hufker (UMSL); Ivy Hui (MU HSL); Cathy Lindsey (UMR); John Meyer (MU); Larry Ruzich (UMKC).

Barb Hufker brought the meeting to order. Terri Hall was selected as recorder for the meeting.

Larger number of holds:

June proposed increasing the number of MOBIUS holds patrons can make in combination with number of check outs and number of books in return (in transit) status. MU faculty and graduate students want to be able to request more SLU items than they can presently, now that SLU has left the MERLIN cluster. Discussion ensued. It was decided that we would propose to the other MOBIUS libraries that each institution be able to choose the number of holds be 10, 20, 30, 50 or 100, for faculty and graduate students.

Turnaround time study:

June proposed that we conduct a turnaround time study on Merlin paged items using First Choice delivery system. Discussion ensued. It was decided that MU, UMKC, and UMR will conduct a study beginning Monday, May 7 and ending Friday, May 18. The owning libraries will write on the book bands, the date paged books are sent to the requesting library. The requesting libraries will write on the book bands, the date items are received. The requesting library will keep the statistics and share with the rest of the MERLIN Libraries. They will record the date the book is sent and the date received and the lending library and share that date after the close of the time period covered.

Text of notices:

June suggested that we should be able to use the notice text spaces no longer being utilized by SLU, so that we can have additional notice texts to cover a variety of situations. Discussion ensued. It was decided that Barb will ask MCO when we can utilize those text spaces.

Social Security Numbers in patron numbers:

June proposed that once MU finally stops using social security for student records in the fall of 2007, that we eliminate social security numbers as quickly as possible. Discussion ensued. UMKC and UMR no longer use social security numbers in student patron records. UMSL is set to quit using social security numbers soon. MU is scheduled to do a mass student ID re-carding, begin using employee numbers for students, and quit using social security numbers for students, as of Fall 2007. It was decided that social security numbers would be eliminated from patron records as soon as possible. MU uses driver's license numbers to issue courtesy borrower cards, except when the driver's license number is the social security number.

Use of campus identifier number extensions:

Annette asked if the /0081 extension was used in the university ID number field. The extensions are only needed in the patron barcode fields, e.g. 000123456/0081.

Use of one record for ILL:

June announced that MU has decided not to use the existing ILL patron records for lending. MU will be using a dummy record for ILL check outs. This change will enable them to accommodate a request to give an eight week loan period to one of their consortia members.

Lending of bound journals:

June proposed that we should consider lending our bound journals through traditional ILL on an as needed basis, such as when patrons request articles of more than 50 pages in length or when they want multiple articles from the same journal. Discussion ensued. It was agreed (excluding MU Law) that bound journals could be lent short term to other MERLIN libraries. This lending process will greatly help with copyright issues.

Claims returned:

June proposed that we request a policy that all MOBIUS libraries are not to use 'claims returned' on any one else's items. Discussion ensued. It was decided we propose this to the MOBIUS members to be added to the Lost Book Policy. The MERLIN cluster had long ago agreed not to use 'claims returned' on any other library's books.

Use of checking-in items to absolve patrons of responsibility:

Terri requested that other libraries not check in books borrowed for their patrons, as a way to absolve them of responsibility due to a dispute such as 'claims never checked out' or 'claims returned'. Discussion ensued. The committee agreed not to use check-in for this purpose. Mary said that in cases where UMKC believes our patron is not responsible, the UMKC library usually makes arrangements to pay for the missing book.

Transfer of holds or drop holds:

June proposed that we should try to transfer MERLIN holds for paged books not found, whenever possible. UMKC and MU Ellis are already doing this. It was decided to transfer MERLIN holds when possible and be sure to select 'queue the paging slip for later.' It was agreed that the transfer of MOBIUS holds is often a complicated procedure, but that when possible, we would transfer MOBIUS holds, too.

Status of paged MU Annex items:

John Meyer announced that he discovered that MU Annex items will not display 'paged' status within the MERLIN cluster, even though they have been properly paged. The paged status of Annex items does display in MOBIUS.

Annex and U2:

Someone asked about U2. June said that the Annex items had been transferred to the new facility. They are being gradually converted in MERLIN to the U2 location, but we will still see the ANNEX location in MERLIN for a while.

Reports: requested too long and in-transit too long

June asked if we were keeping up with these reports. UMSL does them once a month. UMKC does them periodically as time permits. Rebekah, who has been doing them for MU, will be leaving the University. Therefore MU may not be doing them as regularly as in the past until we can hire a replacement for her.

Do not exceed the MOBIUS renewal limit:

June reminded us that we are not to override MOBIUS loans to renew past the maximum number of renewals. If this is done, it will appear to have renewed within patron's the local cluster system, but on the MOBIUS system and the book's local cluster system, it will have an 'in transit' status, because the renewal was not allowed. Many items on the in-transit too long list are a result of this problem. It will also sometimes display in the book's cluster system with the cluster original due date.

Deleting expired patron records:

Mary asked if everyone is continuing to delete expired patron records. Eliminating expired records helps reduce the time it takes to create lists and to do loads. It was decided that we should continue to delete expired records. Each campus is encouraged to set parameters for how long a record should be retained once it is expired.

Questions, Comments, or Announcements:

Barb announced that UMSL is interviewing for the Access Services librarian next week and should have a replacement some time this summer.

June announced the following new MU hires:

- Assistant Director of User Services, Sarah Cron, start date June 18
Direct reports will be Access Services, Reference Services, and the Branches, except Law, Vet and HSL.
- Assistant Director of Technical Services, Ann Riley, start date June 11
- Journalism Librarian, Dorothy Carner, June 1

Cathy thanked everyone for helping her get acclimated and appreciated the opportunity to match faces with names.

Terri announced her last name has changed from Knouff to Hall.

John Dethman announced that the Law School will soon have a new librarian for Electronic Resources.

Mary announced that as of May 7, the processing fee for billed UMKC books will be \$20 for MERLIN patrons as well as for MOBIUS patrons. This is \$5 less than the current \$25 processing fee for MERLIN patrons. UMKC has implemented ILLiad and they love it. Beginning this summer, students will be able to view their own records in ILLiad. Mary handed out the UMKC in-transits problem list and asked everyone to search their shelves.

The next meeting of MASC will be Tuesday, September 25, 2007.