

MOBIUS ACCESS ADVISORY COMMITTEE

October 23, 2001

Minutes

Present: Mary Jo Barbush-Weiss, MERLIN; June Deweese, MERLIN (observer); Mark Wahrenbrock, MCO; Carol Warrington, Archway; Loretta Ponzar, Archway Alt.; Ellen Eliceiri, Bridges; Elise Fisher, WILO; Scott Britton, WashU; Mary Sims, LANCE; Linda Medaris, Quest; Jim Mulder, Northwest; Joni Blake, Arthur; Gary Harris, MCO; Robin Kespohl, MCO

1. Vote on Draft revisions of the MOBIUS INTERLIBRARY LENDING POLICY

By a vote of 7 to 2, the more specific wording for the policy was chosen. The wording will say "MOBIUS INN-Reach loan rules are not to be overridden to give longer loan periods or to allow more than one renewal. MOBIUS INN-Reach loans are made for 21 days, and one 21 day renewal is permitted. Do not check-in and then check-out in an attempt to circumvent this policy".

2. Effects of the load balancing table

MERLIN reports no change. WashU reports more activity but not overwhelming. Everyone agreed that it is working OK. It was noted that the Bridges cluster had been entered as a 50. They were changed to 01 and will be changed back after 6 months.

3. Recall in INN-Reach

Mary Jo and Scott have begun testing the recall function. Joni and Doris Beeson (SLU) will help with inter and intra cluster requests.

Mary Jo and Scott will draft the text for recall notices to be approved at the next MAAC meeting.

4. Properly addressing bookbands

Scott discussed the confusion that sometimes happens when the MOBIUS book band does not have a clear "Pickup At:" location. Abbreviations are sometimes misread. He proposed having a systematic approach to abbreviations that would then be required on the book bands. Cathy Stubbs (MCO) is also working on creating some consistency with the wording for the various parts of the paging/pickup notices. The system has four entries for each location: Location Code; Display Name; Print Name; and Delivery Stop. By comparing paging slips printed for various libraries, we determined that the print name is printed as the "pickup at" location. The other entries appear elsewhere on the paging slips.

Scott will work with Cathy to develop an abbreviation system. The system and a proposal for filling out the MOBIUS book bands will be presented at the next MAAC meeting.

5. Visiting patron issues

- a) Valid visiting patron ID numbers: Schools with continuing education students or branch campuses may have trouble keeping their patron databases updated. This causes problems when these students try to borrow books from other places. Frequent updates sent to the MCO should minimize this problem. The MCO will accept updates as frequently as once a week. Photo IDs should be requested from all students without a photo on their school ID.
- b) Check-out at third party campuses: The distance learning proposal from III is not ready. An enhanced version may be available in about 1 year. Some libraries are mailing the checked-out books to the patrons.
- c) Checkin glitches: Some checkins do not make it to the INN-Reach system and the items stay on the patron records. Also, some items are received without barcodes in the system. It looks like a cancelled request, but the patrons didn't cancel. This has increased since release 2001. All clusters are reporting the problem and MCO is aware of the situation. Mary Jo and Scott will test with a book known to have had this problem in the past.

6. Resetting parameters so only items requiring action appear on the INN-Reach reports

The instructions for processing the INN-Reach reports often say to ignore recent problems. It was proposed and the group approved changes to the parameters so that only those items requiring action appear on the reports. The following changes will be made:

In Transit too long, change to 7 days

Returned too long, change to 21 days

Received too long, change to 7 days

(Paged too long and Requested too long remain at 3 days)

7. Resolving grievances

Because there have been no grievances, it was decided not to write a formal grievance resolution policy. It was noted that any problem that the parties could not resolve should be sent to the MOBIUS Executive Committee.

8. Non-circulating items showing available in the MOBIUS catalog

The problem seems to be incorrect status codes. The status must be "available" in order for it to display in the MOBIUS catalog. Non-circulating items should have the status "lib use only" or something other than "available".

9. Format of the returned too long report

Carol noted that the format on the returned too long report had changed so the patron # was no longer available. Robin said that this was an accident which has been corrected. It was requested that both the pat # and the call # show on the report. Robin said the system allows only one or the other but not both.

10. Release 2001 enhancements:(MCO provided a detailed answer sheet with the following)

- a) MilCirc now enters items receive din the “clear holdshelf report table”.
- b) INN-Reach pickup notices can be queued for e-mail notification
- c) MCO has already put a visiting patron loan rule and patron type in the tables
- d) INN-Reach now selects items with the smallest number of holds, earliest due date and finally the request balancing table. All things being equal, the system chooses randomly.
- e) MCO has been working on creating replacements for the “403 forbidden” message that appears when someone tries to access a restricted database

11. Public libraries using Lanter

There are only 4 public libraries using Lanter. They are:

Cass County

Kansas City

North Kansas City

Springfield-Greene County

12. Distribution of delivery bags

Everyone received 10 MOBIUS delivery bags for each institution in their cluster.

Ideas were discussed to help improve the distribution of the bags.

- a) Mail bags weekly to people you borrow the most from
- b) Buy tubs and use between your busiest delivery sites
- c) Create a central spot for each Lanter delivery hub and have a supply available there
- d) Create a listserv just for bag requests
- e) If you borrow a lot from one place, routinely send empty bags with the next shipment.
- f) Make bag requests within your cluster first. Helps to minimize messages on the current mailing list
- g) Follow the guidelines recently issued and use “bags needed” in the header of your e-mail messages