Circulation Team Leaders’ Meeting Agenda

11/18/16

Location: Southeast Campus Library Classroom

Attending: Josh Barnes, Melanie Brennan, Bob Holzmann, Melissa Kash, Natalie Manke, Emily Tichenor

Notes: Travis

- Overview of ILL changes [Emily] (10 minutes)
  - New ILL go live date is expected to be November 30th. We don’t expect any downtime or issues to occur during the transition. All student’s new requests will go through the new system. We are early adopters of the new system we are using (which doesn’t have a permanent name yet, currently called ILL Prime) and it is not available for public purchase yet. There is possible potential to integrate the new system into WMS. It is a cloud-based system that we will have full control of and the cost of the system is the same as IILLIAD. It will be single sign-on and will be available to students & faculty only; Alumni & Friends users will not have access to it. The system will use a different article exchange process. Users will have access to online articles for a certain number of days (Ex. 5 views within 30 days) but the articles can still be downloaded. A user’s past request history won’t carry over but they will be sent an email stating that fact and will be able to pull that information from IILLIAD should they need it. Book straps will be used for lender materials for the time being instead of sticky labels at least for now. We will still need to modify due dates when checking ILL books out to patrons.

- Due date times [especially for hotspots] (10 minutes)
  - We need to make sure to adjust the due date times for the hotspots as well as the dates as some students getting overdues even when a hotspot is returned on the correct date. We’ll see if we can get WMS to automatically set the due date time on a given day to 11:59pm.
• Changes to Library Guidelines/Policy (20 min)
  - Hotspots: Put a pop-up note in a patrons record in WMS when they are banned for not returning hotspots. Late fees for hotspots will be $20/day with a $60 cap. Hotspots do not check out to faculty or staff - we don’t have enough of them for that. If hotspots are not returned on time CTLs will shut off the service to that particular device after one day.
  - Reserve books: If a reserve books is not returned by a student they will be charged the price of the book plus $20.
  - When status changes to ‘long overdue’, a replacement cost will be assessed. Consider items marked long overdue as lost. Equipment replacement charges will remain the same; $1,000 for a laptop replacement; $500 for a laptop late fee.
  - Guest users may no longer book and use Study Rooms, unless at the discretion of the LMTs.

• Follow-up on Banner Holds changes (5 min)
  - We will no longer need to put our own library transcript holds on Banner, we will just send all of the holds that need to be put on accounts to the Bursar. In WMS we will use the notes for hard holds only, no soft holds. The only time we may need to update Banner is when the Bursar needs to know the price of a book to charge a student for lost materials.

• Hotspots (15 minutes)
  - Hotspots can be “finicky” since 4G coverage in Oklahoma is not ideal. If a hotspot is not operating properly taking the battery out to let it reset has been useful. TCC laptops won’t connect to hotspots because the laptops are locked down to only connect to TCC’s Wifi.
  - Natalie will email the CTLs the manual to the new hotspots as well as a link to the spreadsheet and how to turn off the service to them.