

Minutes for the Lending Services Subcommittee Meeting  
March 09, 2004

Attendance:

Lynn Brown  
Mamie Carpenter  
Stephanie Carter  
Lynette Finch  
Deborah Foster (Due to a technical problem, Stephanie Carter met with Deborah one-on-one after the group meeting)  
Pat Leamon

Stephanie Carter opened the meeting with an introduction of herself as the new chair of the subcommittee.

No old business was discussed.

New Business

- We discussed the possibility of instituting a form for declining holds
  - Everyone expressed willingness to try the new form
    - Lynette Finch suggested and everyone agreed that a suggestion needs to be made to the CCLINC Steering Committee that SIRSI should be sophisticated enough to give a hold response on an immediate basis through via Workflows. There is a great need for this procedure to be put in place, this procedure would eliminate the extra step of having to contact the school to them know.
      - Deb Foster mentioned that in an old system she used, the person handling ILLs could decline a request, the request would then be sent on the next school and if the request was declined at all schools holding the title, the requesting school would be sent a notification immediately.
      - Everyone agreed that the system would work much better if it operated more like OCLC.
    - Lynette Finch also made the point that she did not want to mark a book MISSING that may only be mishelved. We all agreed that marking a book MISSING that may only be mishelved would create a problem as the book may at anytime be found and reshelved in the correct location, but the book would still have a current location of MISSING.
      - The feature in Workflows that allows a hold to be forwarded on the next school if the book is missing is not working because of the problem stated above.
    - Lynette Finch made the suggestion that a listing of Colleges in the CCLINC system with the four digit location be devised

- Stephanie Carter agreed to contact John to request the information and create the list
- A suggestion was also made that ILL training should be provided
- The next issue discussed was sending out a memo to all ILL Contacts suggesting that a generic “OCLC patron” be set up to check out all OCLC loans.
  - Most members had been doing this, but all agreed that a memo should be sent out making the suggestion to all ILL Contacts.
    - Stephanie Carter will send out a memo
- Stephanie Carter raised a concern about books having holds placed on them that are not in a holdable location (when the override is used).
  - The situation is that when holds are placed on books that are not in a holdable location and an override code is used the request does not show up on the holds list. When a patron at the school checks out the book that had the hold placed on it an alert screen comes up; an override is used and the book is checked out
    - Problems resulting from this
      - Books are never received by the requesting student
      - School is not notified that the book will not be sent
      - Because the hold does not show up on the holds list the school holding the requested material does not know that the hold exists
      - All agreed that school should not use the override and place holds on restricted books
      - If special requests HAVE to be made the ILL Contact should be contacted directly
    - Other members stated that they had experienced the same situation
- A concern was raised in the last CCLINC Steering Committee meeting regarding the fact that there are many students that are registered at more than one library in the CCLINC system.
  - All of the members said that their libraries were in the practice of using student’s SS# as ALT ID’s. Lynette Finch said she always put NA at the end of the ALT ID and did not want to change that practice.
  - Deborah Foster said that JCC also used the SS #s as the ALT ID and liked that practice because it helped them honor the fines and overdue material at other schools.
  - Mamie Carpenter pointed out that we have a reciprocal lending agreement and that the agreement states that any patron of one CCLINC institution should be able to check out material from any other CCLINC institution.
    - Ask in the CCLINC Steering Committee Meeting if the student can use his library card from any CCLINC library to check out books at any other CCLINC library
- The ILL Contact has been updated by Stephanie Carter and emailed to ILL Contacts on list
  - Not all information is correct
    - Lynette suggested that when the list is distributed via email that Stephanie should request to have all recipients reply to insure that

the list was received and to contact the schools from which no reply was received

- Stephanie agreed to do this
- Deborah stated that she has put the ILL contact list on the LRA website