

## Document Delivery Committee Minutes - July 15, 2015

### Introductions

**Present Members:** Rose Nelson (Alliance), David Britt (Arapahoe), Pam Healey (Arapahoe), Angela Palermo (CU Boulder), Dick Bryant (CU Boulder), Phillip Challis (Aurora), Tina Jayroe (Aurora), Franca Rosen (Jefferson), Gayle Yeo (Broomfield), Jennifer Hoffman (Denver)

**Online Members:** Amanda (Salida), Austin (Mesa), Becky (CMU), Brandon (Marmot), Carla (UCCS), Charlene (CCU), Diane Eagle, Jimmy (Marmot), Karen (Adams), Pat (JCPL), Christy (CSU), Landen (Regis), Amy (State Pubs), Sarah (UNC), Michelle (DU Law), Lori (Loveland), Crystal (Poudre), Nathalie (Pitkin)

### Announcements

- a) **Prospector Statistics** - Rose went over statistics and noted that some libraries saw increases in total bib records and other libraries saw decreases in comparison to statistics from January. She also mentioned that if libraries were interested in adjusting their placement on the priority table, they should contact her.
- b) **RMRIUG** is July 31, 2015 at CU Boulder - Please join us for this free event!
- c) **Release 2014 SP2** - Rose can modify/add pick up locations. She has put a list of location codes on the Prospector Staff Resources website. The spreadsheet can be found on <https://www.coalliance.org/software/prospector/prospector-staff-resources> under Technical Documentation heading - INN-Reach Locations Table.

### MOBIUS

- a) New labels - remember to switch out the old pdf label to the newer one Rose sent out. In case you do not have it, <http://clicweb.org/library-courier/promo>
- b) There have been some cases where a library is using labels taken from a MOBIUS website. Please use Prospector labels from the CLiC website for Mobius.
- c) Replacement process - Rose reminded libraries that MOBIUS has not adopted the Prospector policy for lost/damaged items. If a MOBIUS item is lost, you are encouraged to work with that library to resolve the issue. If this is not possible or you are having difficulties, she is happy to step in to help resolve the issue.

### Marmot Update

- a) Fort Lewis is now live on Prospector lending and borrowing as well as joining Marmot. With the migration, they found 9600 titles corrupted. However, there is only a small impact to Prospector libraries. Marmot staff is working to correct issues with incorrect Prospector holds. Rose will check with iii about when to remove their old location code (9ftlp) to their new location code (9ftlw).

### Other Issues

- a) Library Catalog Comparison tool - David clarified that he was actually interested in gaining access to the Title Reports to see single library titles. Rose shared her login

information and encouraged members to share with anyone who is interested. The url link is <http://prospector.coalliance.org/iii/innreach/InnReachUserLogin.html> Username is tf. Password is taskforce.

- b) RFID issues at JCPL - Jefferson County informed the group that the problem is fixed. There was an error at Baker and Taylor mixing up the tags and titles so that items did not match their barcodes.
- c) Teleforms and Aurora - Aurora asked the group if their prospector items were included in the telephone notification system. Most libraries who use teleforms said yes. However, the telephone renewal line does not recognize prospector items checked out to patron accounts. This is not fixable according to iii.
- d) Fulfillment practices - UCCS wanted to remind members to stay up to date in pulling or cancelling Prospector requests. They have been having patrons say it is taking much longer for holds to process. UCCS did update members that it has been better since the last meeting when it was initially discussed.
- e) "Not Checked out to Off-side patron" message - CU Boulder had emailed the listserve about an issue they were seeing at CU Boulder with prospector items that had this message when processing prospector requests. At this point, they aren't sure if this issue was resolved or if staff was just cancelling these requests on a case by case basis.
- f) Multiple INN-Reach Sierra issues - Wyoming reported some issues they've been having with Sierra and Prospector. They have a ticket open with iii regarding endless renewals. III is aware of this issue as a "known bug". Wyoming also has seen phantom holds and patron initiated holds for items that hadn't been cancelled previously. They are seeing requests come in with the correct paperwork but after scanning the item different patron hold information appears.
- g) Renewals - Rose wanted to revisit options to allow additional renewals. The committee discussed the reasons this was not pursued. David reminded the group that Prospector places item level holds and doesn't look at all the title holds when doing this. So it would be possible for a patron to renew a Prospector item that didn't have an item level hold, but there could potentially be title level holds still in place on other copies of the same item. Denver and Jefferson County also felt that some patrons would rather not place holds for items and prefer to browse what is in the library. Because of these factors, the group decided it was best not to allow additional renewals on Prospector items.
- h) Courier issues - Rose wanted to see if there were any new issues with Courier service since they had the change in staff and training issues months ago. Broomfield shared their experience just recently where they have been receiving second courier deliveries in the same day. What once was predictable has become random. ... Jefferson County wanted members to know that it is taking longer for items to leave or to reach their library since they use an additional courier service for local services. CSU Pueblo had a situation where they had run out of courier bins and used a cardboard box to send books. The box ended up at Better World and was eventually found. They also ended up having to buy their books back! Jeffco mentioned that courier literally sees cardboard boxes as items to be sent to Better World and to be cautious when looking for alternatives. Aurora mentioned they've been seeing items come in still wet in the bins and mis-routed materials. Both Jeffco and Aurora have filed claims with American Courier through CLiC.
- i) Other - David would like to finish up the 2013...Reconciliation and asks members to send him an email as soon as possible. Salida has asked members to remember Prospector Best Practices and use CLiC provided transit slips to bundle at transit items instead of using the INN-Reach paging slips. Marmot would like members to let them know if any

of their libraries are not following best practices and to fax the Paging slip to Brandon or Jimmy for follow-up. Aurora shared their progress with iii in adding a "b" in front of barcodes to make prospector processing easier. They learned of this from Marmot and advised opening a ticket with Jean Chu with iii to fix the program. Poudre River would also like members to follow Best Practice of removing return slips from books being returned to lending libraries before putting in courier.