

Members present:

Shari Fisher-ALS, Mark Koukol-ALS, Rebecca Patton-ALS, Shelley Rogers-ALS, Jim Weikum-ALS; Paula Chapman-Aurora, Debby Bocnuk-Babbitt, Mary Lukkarila-Cloquet, David Ouse-Duluth, MaryBeth Kafut-Eveleth, Amy Hay-Gilbert, Janet Coy-Grand Rapids, Ginny Richmond-Hibbing, Nancy Riesgraf-Hibbing, Sue Sowers-Hoyt Lakes, Diane Adams-International Falls, Julie Billing-Silver Bay, Susan Thompson-Two Harbors, and Nancy Maxwell-Virginia

President Nancy Maxwell called the meeting called to order at 10:01 a.m. Introductions were given.

The minutes of the Wednesday, Sept. 26 meeting were not available. They will be considered at the November meeting.

COMPASS AND COMPUTER RELATED ISSUES

Questions or problems with Horizon functions: None.

Horizon updates

- Horizon 7.4.1 is still listed by SirsiDynix as being scheduled for release by the end of the year.

Telephone Messaging: final implementation schedule

- Friday, Nov. 16 is the "Go Live" date. Patrons of all participating libraries will begin receiving calls or emails on this date.
- For overdue items, the system will make the first call after an item is one week overdue, the second call a week later. For holds, the system will place a call the day after the item is received at the pick-up point. (The holds need to be processed by the Day-End program before the calls are made.) No second call will be made for holds.
- If "Notice by Email" is selected, an email will be generated instead of a phone call. If no email address entered, it will appear in the report as a failed call.
- If "Notice by Stnd" is selected, the system will attempt to call any phone number in the borrower record that is not coded as a "No Telecirc Call." If a patron has multiple phone numbers and does not wish to receive a phone call, each number must be individually coded for "No Telecirc Call."
- ALS will print and mail notices for failed calls and will print and mail billing notices for libraries that presently pay ALS for those services.
- Failed calls will go into a review log that will be made available to library staff.
- The telephone messaging system will NOT make calls or send emails about MnLINK items that have arrived; this will still be the responsibility of each library.
- Some schools have selected the option to have email notices go to the school librarian.
- Mark will let libraries know the "Call in" number (patrons will be able to dial into their account and review holds and overdues, renew items, place holds, etc.).
- Mark will let libraries know the email address from which email notices will be generated.

Review of parameters for "Holds" (cont. from Sept.):

- Mark has spoken with SirsiDynix about the hold queues being rearranged. No conclusion has been reached yet; item specific versus title holds do make one definite difference.

Handling overdues and lost items (review of standard procedures):

- Fines may be paid at any library, and the library receiving the fines may keep the money UNLESS the item has gone to revenue recapture. In that case it should go to the library where the fine was generated.
- If someone pays for a lost item, the money and title information should be sent to the owning library.
- If an item borrowed from MnLINK or out of state is lost the borrowing library is responsible for payment of charges. (The library may follow up with the patron to recover the money they paid, but the library is ultimately the responsible party.) If an item borrowed from within the Arrowhead Library System is lost, the PATRON, not the library, is responsible for charges.
- Some libraries use collection agencies. Grand Rapids noted that the letter warning patrons that their account will be turned over to a collection agency if lost items are not returned within a month is quite effective. International Falls uses Small Claims Court to pursue the recovery of lost items; it is not very effective. Virginia Public Library uses Revenue Recapture. It was noted that some Library Boards and cities object to collecting social security numbers and that some mistakes are made by the Revenue Recapture program.

Wide Area Network transition and school connections to Horizon

- The problems that the Grand Rapids, Deer River, and Nashwauk schools were having with placing holds have been resolved.

Staff reports: Mark Koukol

- For those who use Web Mail to access their ALS email account: Deleted items go into a “Deleted” folder, but stay there and take up system space until purged, as do messages placed in the “Sent” folder. Please remember to regularly purge the Deleted and Sent folders.
- An updated version of the free Adobe Reader is available; this version provides a fix for the recently circulating virus targeting PDF attachments. FoxIt (a free, smaller and faster PDF reader) is working on a fix as well. Reception or transmission of emails with .pdf files will be blocked until further notice.

Other: None

LIBRARY ISSUES

RASAL recommendations regarding possible electronic database products:

- RASAL (the Reference Advisory Committee, consisting of Nancy Riesgraf/Hibbing, David Ouse/Duluth, Julie Levang/Duluth, Amy Dettmer/Grand Rapids, and Sue Hoppe/Virginia) looked at possible reference databases for group purchase by ALS and member libraries. The group recommends:
 - 1st choice: Opposing Viewpoints (offers remote access, est. total cost: \$18,206)
 - 2nd choice: Chilton’s Auto Repair (offers remote access, est. total cost: \$10,156)
 - 3rd choice: Ancestry.com (does not offer remote access, est. total cost: \$15,860) &/or Heritage Quest (offers remote access, est. total cost \$10,156)—package cost est. total \$25,629.
- RASAL will review e-reference titles at their next meeting.
- The ALS Board will consider what funds could be provided to help reduce the cost to member libraries.
- Some member libraries individually subscribe to some of these databases. In the past, when ALS has made a group purchase of a database, the libraries that already subscribe have eventually received a credit or refund for the remainder of their subscriptions.

Library Cards (ALS will re-order soon)

- Please let Shari Fisher know any comments you have regarding any design changes to the library card. (Is there any interest in key chain sized cards? Should the telemessaging call-in number be on the card?)

MnLINK update (next MnLINK Gateway Operations meeting: 11/1/07)

- Jim Weikum will attend the MnLINK Gateway Operations meeting.
- Mark Koukol will attend the next MnLINK User's Group meeting.

Staff reports: Rebecca Patton

- ALS will offer a workshop on "Your Job, Your Habits, Your Health" after the next COMPASS meeting on Wednesday, Nov. 28, from 1-3:30 p.m. at ALS. It will cover ergonomics, safe lifting, flex exercises and stretches. This workshop was previously offered to ALS staff, who recommend it. Registration is open to any staff at COMPASS libraries. If the workshop is well received by this group as well, ALS will try to re-offer it in the International Falls, Duluth, and Mountain Iron areas so more library staff have a chance to attend.

Staff reports: Shelley Rogers:

- If anyone is interested in the Marshall Cavendish reference databases, please let Shelley know.

NCLC:

- The multitype systems are talking about offering Library 2.0 training. Linda will supply more information when it is available.
- A draft version of the MLA platform has been issued. One of its planks supports an increase in LGA (Local Government Aid) funding.

Other:

- Several people attended MLA. Rebecca Patton commented on the Wiki workshop, the MyLocalHealth workshop, and the Video Games in Libraries workshop (she will apply for an LSTA grant for gaming for interested ALS libraries). Shelley Rogers went to a Digital Audio Format Cataloging workshop; new cataloging codes are being developed to support new types of materials. Contact Shelley if you need assistance with coding unusual formats.
- Debby Bocnuk inquired about the e-book readers formerly distributed to ALS member libraries; she has a patron who enjoys them. The readers, loaded with previously purchased titles, are available for loan through Mail-a-Book. New titles are no longer available for purchase.
- How are libraries using the MP3 players given to the Downloadable Audio training session participants? Most are using them to help their staffs get familiar with using the downloadable audio service.

Meeting adjourned at 11:38 a.m.

Next meeting date: Wednesday, November 28, 2007.

Respectfully submitted,
Paula Chapman, Secretary