Campus Circulation Committee

Time: Wednesday, October 28, 2015; 1:00 – 2:00 p.m.
Location: Goldstein Library

Agenda Items:

1. Discuss ILL/ WebCirc technologies and any issues
   o Velma Smith & Ben Rogers
2. Can/ should student employees be able to note damages on books prior to checkout as well as upon return? What’s the procedure?
3. Reciprocal Borrowing.
   o Creating New Patron IDs for students from other institutions.
4. Catch up and collaborate on any other issues once all ILL/ WebCirc inquiries are sorted

Requested Questions to be Address:

1. In a typical calendar year, about how many borrowing and lending transactions does the ILL department complete?

2. When users register an ILLiad account, after they sign in with their FSUID and password, is their “FSUID Email Address” absolutely required? For example, some of our users have a College of Medicine email address (med.fsu.edu), which works perfectly fine in the registration process. However, some of our users have a personal email address that could be from any domain (e.g., gmail.com; yahoo.com; doctorwebsite.org, etc.). These email addresses, although perfectly legitimate here at FSU COM, are not recognized in the ILLiad registration page. In the case where users are already signing in with their FSUIDs, are FSU emails really necessary, or can it be changed to where any email address is acceptable?
   a. A related question: In the case where users enter in the wrong email address, or one that is not accepted, is there a “workaround” in which the user’s registration submission is forwarded to an internal staff email or ticketing system in which library staff can verify the user’s affiliation with FSU and register them within ILLiad anyway? Right now, all the user sees is an error message about their SSN.

3. Is the Collections Access/ILL department looking to increase their number of mediated requests in light of the Springer cuts and copyright restrictions?

4. Should/ can the students on the desk report damages to the books or other ILL items when they are checked out or checked back in. IS there a protocol or procedure for that already in place and if not should there be?

5. Books that arrive from the lending library are checked for damages – including pencils and highlights – prior to being processed and given to the FSU Community. ILL staff will make a note on the ILLiad record and if badly damaged in transit to FSU report it to the lending library immediately.
a. Books that are returned to the service desk that are damaged by the FSU Community should be reported either in person to the ILL staff or if after hours by note on the bookstrap or via email to lib-borrowing@fsu.edu. Per protocol place book on the Borrowing to be Returns Cart in the ILL office near Ben Rogers’ desk.

6. Regarding the procedure involved when ILL cannot find something or when it’s denied. The patron gets an email saying the request has been canceled with very little explanation, and they usually come to us to ask what is going on. It’s usually not clear whether ILL is pursuing the matter further or whether they want the librarians to do something. Is there a standard protocol?

7. Sometimes patrons cannot find a lender, so they come to subject librarians. And I don’t know what I would be able to do that they have not already done. I will receive an email from ILL, with no specific request or instructions, with the patron on a cc, and I don’t know what is expected of me. If they can’t get a lender, how would I be able to? What do they want us to do in this case?