CCS/ILL Technical Group
August 25, 2022
VIA Zoom
Minutes recorded by Maryellen Essig, ILL-Tech 2022-2023 Secretary

Attended by W. Theehs (ALK), M. Fujiura-Landers, R. Malinowski (CCS), J. Gibson (CLK), E. Rowe (DPK), G. Mansera (EVK), K. Carroll, A. Jozwiak (DUK), K. Bolton (MUK), Y. Dereka (GVK), S. Klemp (HPK), D. Klehr, D. Wahl (HUK), N. Smyrnova, P. Buehler (WGK), J. Kennedy (LFK), L. Rex, P. Strain (MJK), M. Essig (NIK),T. Letrich (PRK), A. Thomas (PHK), J. Rao (RLK), A. Jung, K. Hegelund, L. Neidorf, K. Hegelund (WLK), C. Volny (WNK), B. Bigden-Russell (ZIK).

1. Call to Order 9:30 a.m.

2. Approval of minutes from last meeting: T. Letrich (PRK) motioned to approve the minutes from June 2, 2022 and L. Neidorf (WLK) seconded. Minutes Approved.

3. Additions to the agenda. None.

4. Officers Reports

 a. Chair: none
 b. Vice-Chair: none
 c. Secretary: none

5. CCs staff reports

 a. M. Fujiura-Landers reminds everyone to sign the attendance sheet. Reminder RAILS delivery webinar Sept 22, 2022 Thursday 2-3pm. Below is the link to register for this webinar: <https://librarylearning.org/event/2022-09-22/ccs-rails-delivery-webinar-qa>

Also, when you register, there is a form where you can submit a question to be answered during this webinar.

6. Old Business
 a. Review and approval of Drafted Lost & Paid ILL Procedures. M. Fujiura-Landers (CCS) once an item is billed or manually marked as lost we cannot edit the price of an item. First default price can be set by each library. CCS can setup a custom default price. Please open a help desk ticket for CCS to do this for your library. Mieko will update the how to’s for this procedure. **Adjusting the price of an ILL item** and **Removing a Lost & Paid ILL Request** instructions were added to the document titled Lost and Paid ILL procedures. Question: Does adjusted ILL item record price appear when item is automatically marked lost? Yes, the item record price will appear in billing if the adjusted price was made before its billed. Question: L. Neidorf (WLK) asks if there is a problem if library makes a price adjustment on patron’s account. CCS: there is not a problem doing it this way. Question: Do manually billed items appear on the daily billing report? Any billed items should appear in the daily billing report.

Chair S. Klemp (HPK) moved to approve Drafted Lost & Paid ILL Procedures. K. Carroll (DUK) motioned to approve and L. Neidorf (WLK) seconded. Motion approved.

 b. How does your library manage multiple parts, such as kits? (Discussion)

 i. What is the process when checked out or returned. Discussion lead by M. Fujiura-Landers (CCS), who mentioned the specific concern was if an item was returned to another library, other than the owning library. M. Fujiura-Landers gave an example that -- Kits had neon and marked signs on every surface that the item had to be returned to the owning library. Staff was tasked with communicating this to the patron. How many send kits to others through ILL. Many say they only allow their patrons to borrow/Most try to count pieces if items are returned to another library.

7. New Business

 a. Question about First Search Portal. (Discussion – MJK )

 i. Are others having issues with results using the new First Search Portal?

 1. Specifically with the quantities in the results? Results may come up by most recent OCLC number. Most ILL staff use Worldcat so don’t find this an issue. Worldcat is better to use. L. Neidorf (WLK) has a colleague who has figured out how to work with it.

 ii. Do you know a workaround to search Illinois libraries first? Click on state or regional. Illinois resources are preferred for Patrons that don’t want to pay for ILL requests.

 b. Issues with Skokie returning material (Discussion-Jeanie LFK) Skokie ILL is one part-timer and works a couple of days a week. Does not have the capacity to closely monitor ILL items. If items are overdue hit recall button, then she can follow up. Someone does look at these on a daily basis. Patrons get email for overdue items. It was pointed out that once you hit recall you cannot ask for a renewal.

 c. ILDS delivery delays and mishaps (Discussion- Stephanie HPK) Many are getting bulk deliveries for one or two days and then nothing in-between. Items going astray or taking 10 days to get to destination. Good questions for Sept 22 webinar. Mentions of being short staffed, high turnover and marking labels clearly. Some improvement and then issues start again.

 d. L. Neidorf (WLK) asked that people remember to update the staff contact information. This can be done by sending a Help Desk Ticket to CCS

Next meeting is February 23, 2023.

8. Adjournment. T. Letrich (PRK) moved to adjourn, L. Neidorf (WLK) seconded. Meeting adjourned at 10:14