

Hello LLSAP Members,

Because things have been running fairly smoothly of late for the User's Group – and due to the recent price of gasoline – the Policy Committee has not met in a while. But the committee did want to take a moment to remind members of some recent memos and issues that were addressed in the past year.

- A reminder about the “one person, one card” policy for all public libraries - After verifying the patron's new address and clearing up any old overdues or fines, please delete the previous library's barcode, add your new patron barcode and change fields as necessary to reflect the patron's new address and location codes. Do not create a new patron record – this assures that any items currently checked out or requested will stay with that patron's record.
- A new report is available that may help libraries handle their patrons' unfilled requests, even though there is a copy of the item available in the system. The ***Unfilled Requests Report*** alerts library staff that the item is not being sent. This will alert you to begin tracking the request to determine if it needs to be placed again, or contact the patron to see if they wish to have you place a FirstSearch ILL request. Libraries may contact Terry Moreland at RPLS if they wish to receive this report on a monthly basis.
- Another report available from RPLS on a monthly basis is the ***Purchase Alert*** for high-demand items for which your library has more than 7 holds. Again, contact Terry at the system to request this report. (This report used to be automatically generated in DRA, but must be set up on an individual library basis in Dynix.)
- Please remember that books borrowed from another library may be circulated for no longer than one month. If your patron needs the item(s) longer than that, please call the owning library to request an extension. Please refer to the Policy Manual on the RPLS LLSAP web page for details.
- Finally, a reminder about preparing items for transit: Please be sure to use ***only*** removable tape when attaching in-transit bands or printer receipts to books. Also, please rubber-band all media cases (CD, cassette, DVD, VHS and CD-ROM) to prevent them from popping open and damaging – or losing - the contents in delivery. And – one more thing – if you are not filling a request, *do not* delete the patron's hold – leave it in the queue so it can be filled by another library. Also, be sure to select “keep list” when you've finished with your Send Item List, so that requests move on to another library if you do not fill them.

If there are any issues you wish to bring before the Policy Committee, please contact the committee chair or one of the members listed on the LLSAP page of the RPLS website.

Thank you, and have a Happy Holiday Season!

Ann Adkesson,
Chair, Policy Committee

