2019-11-11 Resource Access Meeting Notes

Date

11 Nov 2019

Attendees

- Andrea Loigman
- Elizabeth Chenette
- Erin Nettifee
- Holly Mistlebauer
- Donna Minor
- Andy Horbal
- Jana Freytag
- Rameka Barnes
- Joanne Leary
- Emma Boettcher
- William Weare
- Cornelia Davis
- Cheryl Malmborg
- David Bottorff
- Mark Canney
- Anya Arnold
- Andy Horbal
- Brian Arrigo
- Kimie Kester
- Cate Boerema
- Carsten Schwill

Discussion Items

Time	Item	Who	Description	Goals
5min	House keeping	Andrea Loigman		- Notetaker - Rameka Barnes - Reminders: - Suggestions for topics for Wolfcon meeting sessions, both RA only and cross SIG **Homework** - read/view Cornell's circulation usability testing - 2019_09_FOLIO_Circulation Report.pdf 2019_09_...port.pdf - Heads up about missing google data - Someone has deleted a whole bunch of files and folders from the FOLIO google drive. Peter Murray is working with Google to roll us back. I'll let you know when I have an ETA.
20min	Recalls	Holly Mistlebauer	Discuss identification of recalls	Holly needs to know how to identify if a returned item was recalled so that the "recall overdue fine" is charged instead of the "overdue fine." Also, for automated patron blocks we have a block for maximum number of overdue recalls and recall overdue too long.

Meeting Outcomes

Functional Area	Product Owner	Planned Release (if known)	Decision Reached	Comments

Requests	Cate Boerema	TBD	SMEs would like a popup to display at check out when loan is being truncated due to a recall request in the queue I created a UXPROD for this: 🟠 **UXPROD-2151** - "Loan Truncated Because of Recall in Queue" Popup at Check Out OPEN	

Notes

Discuss identification of Recalls (Holly)

Can set patron blocks for maximum overdue recalls

Can set recall overdue by maximum number of days

Two types of recalls

1)Patron has item checked out and then it's recalled

2) At checkout item already has requests from other patrons

System has to be able to tell if the item was recalled when it is checked and found to be overdue because some institutions charge more for recalled items that are overdue

Cate announced at the meeting that there is a "recall flag" that is not displayed anywhere that we can use. This will definitely save processing time.

Patron recalls an item but then cancels the request, what happens? The request is cancelled on the item, but the "recall flag" remains set.

Are able to renew the item if the request is cancelled.

Holly will created a new, post-MVP feature to cover these three points:

- Ideally, if no other requests, then everything reverts back to original due date.
- The system should not charge a fine if the no active requests is on it.
- If a request expires do we want the fine? Yes

MVP will check the "recall flag, if a flag is set then will charge for recall amount for both cancelled and expired requests.

Agreed that we need to add a feature that will pop up a note to let the user know that the item has been recalled and the loan period has been shortened.

Documentation for Tips and Tricks (Erin)

Looking for volunteers to assist with documenting

 FOLIO App Information, Tips, and Tricks