Session #19: Blocks, FIPPA, & Interlibrary Loans

June 2, 2010
<table>
<thead>
<tr>
<th>Outline</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Questions from Session 18</td>
</tr>
<tr>
<td>• Patron Blocks &amp; Item Status</td>
</tr>
<tr>
<td>• FIPPA (Freedom of Information and Protection of Privacy Act)</td>
</tr>
<tr>
<td>• Interlibrary Loans</td>
</tr>
</tbody>
</table>
Session 18

Questions? Concerns? Review?
Rubric

• Today’s session covers Standard 2, 7, & 8
Blocks & Item Status

• What is a block?
• Types of blocks & why they appear
• To mention or not to mention
• Item status – what are they, the types & why do they appear?
What are Blocks?

• Blocks are alerts which appear on the borrower’s card. Their main purpose is to make us aware of or inform us about the borrower’s record.

• Blocks allow us to decide what action (if any) we need to take next. Whether that be to remind the borrower to renew overdue books, or an item they’ve requested is on the hold shelf or not allowing them to borrow/renew items.
## Types of Blocks & Why they appear

<table>
<thead>
<tr>
<th>Blocks</th>
<th>Block</th>
<th>Meaning</th>
<th>Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address correction requested</td>
<td>Block is NOT USED as it suppresses the production of any notices for the individual.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Billing notice</td>
<td>Block placed when a fine has been generated.</td>
<td>Do not mention to borrower. Overrider by choosing &lt;CKO&gt;</td>
<td></td>
</tr>
<tr>
<td>Book has been Recalled</td>
<td>Block placed on borrower who has book that has been recalled. A notice has been sent.</td>
<td>Explain to borrower that book has been recalled. New due date displays in Block detail. Continue checkout process by &lt;CKO&gt;</td>
<td></td>
</tr>
<tr>
<td>Claimed return</td>
<td>Block placed when borrower claims to have returned a book and it has not yet been found.</td>
<td>Do not mention to borrower unless asked about it. Override by choosing &lt;CKO&gt;. Block disappears when book is returned. If book is not found in 2 weeks, borrower will be billed for the replacement cost.</td>
<td></td>
</tr>
<tr>
<td>Fine</td>
<td>Blocked placed by system when a recall fine or reserve fine has been generated Note that the fine amount shown may be reduced or waived by the staff member who processes the fine notices each day.</td>
<td>Do not mention the fine to borrower. Override by choosing &lt;CKO&gt;. If the total fines are greater than the maximum allowed for that borrower type, there will be a &quot;Maximums Exceeded&quot; box. Only Circ/Reserve staff may</td>
<td></td>
</tr>
<tr>
<td>Hold cancelled by library</td>
<td>Hold may have been cancelled because it was not picked up in time, or borrower may have notified us that book is no longer needed. Only stays on patron record until DayEnd.</td>
<td>No action necessary. Continue checkout process by choosing &lt;CKO&gt;. Date that hold was cancelled is given in block detail.</td>
<td></td>
</tr>
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<td>--------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Hold expired</td>
<td>Block placed when book being held for borrower has not been picked up within 5 days.</td>
<td>Book should still be on the Hold shelf waiting to be picked up. Checkin book to cancel the block. Book can be checked out to another borrower if no other recalls.</td>
<td></td>
</tr>
<tr>
<td>Item you recalled is lost</td>
<td>Block placed on recaller's record if book that the patron recalled has not been returned after xx days.</td>
<td>Notice has been mailed to patron informing him/her that the book has been lost and that a hold notification will be sent if the book is found within the next 3 months. Block can be deleted.</td>
<td></td>
</tr>
<tr>
<td>Long overdue replacement charge</td>
<td>Block placed when book is long overdue OR borrower informs us that book has been lost.</td>
<td>Override by choosing &lt;CKO&gt;. If the &quot;Maximums Exceeded&quot; window appears indicating Max. fines, the borrower MAY NOT BORROW. The block will come off as soon as the books are checked in. Borrower will be billed for the replacement cost of the book (plus non-refundable charge if it is long overdue) if books not returned.</td>
<td></td>
</tr>
<tr>
<td>Type of Recall</td>
<td>Description</td>
<td>Action</td>
<td></td>
</tr>
<tr>
<td>----------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Long overdue recall</td>
<td>Block placed when recalled book not returned within XX days of recall due date and it is now assumed to be lost.</td>
<td>Borrower MAY NOT BORROW until book is returned. Note that borrower who recalled the book has been mailed a notice informing him/her that the book is unavailable.</td>
<td></td>
</tr>
<tr>
<td>Message to Borrower</td>
<td>Library has placed a message in the borrower's record.</td>
<td>Read the message in Block Detail and take appropriate action.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Block can be deleted in Block Detail if problem cleared up.</td>
<td></td>
</tr>
<tr>
<td>Overdue recall</td>
<td>Block placed when a recalled books is not returned by the recall due date specified.</td>
<td>Borrower MAY NOT BORROW until book is returned.</td>
<td></td>
</tr>
<tr>
<td>Recalled book on hold</td>
<td>Block placed when recalled book is checked in.</td>
<td>Book should be on Hold shelf waiting to be picked up.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Override by choosing &lt;CKO&gt;</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Check out book. Block will disappear.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>If book has been returned that day, it will be on the Hold shelf in front of the returns stations - pull slip from manual file before checking book out to the borrower.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>If there is a second recall for the same book, place recall after book is checked out (explain to borrower). Date that block was generated is given in Block Detail.</td>
<td></td>
</tr>
</tbody>
</table>
## To Mention Or Not To Mention

<table>
<thead>
<tr>
<th>Event</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Billing notice</td>
<td>Do not mention</td>
</tr>
<tr>
<td>Book has been recalled</td>
<td>Explain (new due date in block detail)</td>
</tr>
<tr>
<td>Claimed return</td>
<td>Do not mention</td>
</tr>
<tr>
<td>Fine</td>
<td>Do not mention</td>
</tr>
<tr>
<td>Hold cancelled by Library</td>
<td>Do not mention</td>
</tr>
<tr>
<td>Hold expired</td>
<td>Checkin book to cancel the hold. Book can be checked out to the recaller or to another borrower (if no other recalls)</td>
</tr>
<tr>
<td>Long overdue replacement charge</td>
<td>MAY NOT BORROW until long overdue/lost books are returned or renewed.</td>
</tr>
<tr>
<td>Long overdue recall</td>
<td>MAY NOT BORROW</td>
</tr>
<tr>
<td>Message to borrower</td>
<td>Take appropriate action</td>
</tr>
<tr>
<td>Overdue recall</td>
<td>MAY NOT BORROW</td>
</tr>
<tr>
<td>Overdue still out</td>
<td>Remind borrower to renew book(s)</td>
</tr>
<tr>
<td>Recalled book on hold</td>
<td>Check out book (or tell where book is being held)</td>
</tr>
<tr>
<td>*If “Maximums exceede”d” box appears</td>
<td>MAY NOT BORROW</td>
</tr>
</tbody>
</table>
Adding Block Notes/Comments

• Block notes/comments can be added to a patron’s record.
• A common block note is, “Change address/email on MUGSI”
• A common comment note is, “Laptop Privileges – 2009-2010”
• These are added through the borrower record.

In class exercise: Add the following block, “Update sticker on card” and then delete the block.
Item Status

• The item status comes from the item record.

• Item status tells us what is currently happening with a particular item. For example: “checked out” or “checked in”.

• The status can appear when a borrower is checking out books or they can appear when checking books in.
### Types of Item Status & Why They Appear

<table>
<thead>
<tr>
<th>Item Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Check shelf</strong></td>
<td>Item is not checked out and should be on the shelf.</td>
</tr>
<tr>
<td><strong>Checked out</strong></td>
<td>Item has been checked out by a borrower. It can be recalled.</td>
</tr>
<tr>
<td><strong>Claimed Returned</strong></td>
<td>Borrower has indicated that he/she thinks the item has been returned and we are looking for it. Borrower will be billed if item is not found within 2 weeks.</td>
</tr>
<tr>
<td><strong>In process</strong></td>
<td>Item is in Cataloguing. Borrower can fill out a request form online.</td>
</tr>
<tr>
<td><strong>Item being held</strong></td>
<td>Item is being held for a borrower who recalled it.</td>
</tr>
<tr>
<td><strong>Item hold expired</strong></td>
<td>Item was being held for a borrower who recalled it, but has not been picked up. Item will be returned to the bookstacks (usually the same day)</td>
</tr>
<tr>
<td><strong>Item missing</strong></td>
<td>The library has been unable to find an item (e.g. a locate), or a book has been “lost” for so long that it has been declared missing.</td>
</tr>
<tr>
<td><strong>Lost</strong></td>
<td>Item has either aged from “long overdue” to “lost” or borrower has indicated that he/she has lost the item. Borrower is being billed for the replacement value of the material.</td>
</tr>
<tr>
<td><strong>Lost Recall</strong></td>
<td>An item which has been recalled have not been return and it have been declared “lost”. The borrower who has the item will be billed for the replacement value and accumulated recall finds.</td>
</tr>
<tr>
<td><strong>Non-circulating</strong></td>
<td>Item cannot be checked out, but may be used in the library.</td>
</tr>
<tr>
<td><strong>On order</strong></td>
<td>Item has been ordered for the collection. Borrower can fill out a request form online.</td>
</tr>
<tr>
<td><strong>Recalled item</strong></td>
<td>Item has been recalled by a borrower.</td>
</tr>
<tr>
<td><strong>Shelving Cart</strong></td>
<td>Item has just been removed from a reserve location and is on its way back to the bookstacks.</td>
</tr>
<tr>
<td><strong>Storage</strong></td>
<td>Item is in storage. Borrower can fill out a request form online.</td>
</tr>
<tr>
<td><strong>Transit recall</strong></td>
<td>A recalled item has been checked in at another location and is on its way back to the owning location.</td>
</tr>
<tr>
<td><strong>Transit</strong></td>
<td>An item has been checked in at another location and is on its way back to the owning location.</td>
</tr>
</tbody>
</table>
FIPPA

- Freedom of Information and Protection of Privacy Act
- As of June 10, 2006 all Ontario Universities are subject to this Act.
- Freedom of Information – “the public has the right of access to all of the recorded information which is in McMaster's custody and control (with some specific limitations).”
- Protection of Privacy – “provisions of the Act regulate the collection, use, disclosure, security and retention of personal information in the University's custody and control”.

Source & more information from:
http://www.mcmaster.ca/univsec/fippa/fippa.cfm
Why Is FIPPA Significant in the Library?

- Circulation/Reserve/ILL have access to patron’s records which include personal information such as Student ID numbers, address, email, phone numbers and what courses they are registered in. We also have access to what items they currently have signed out on their ID cards.
- We have access to the Student Records database.
- Due to the amount of information we have access to it is our responsibility to abide by the Act & respect each student & borrower’s right to privacy.
- All employees must sign a form to agree to follow the Act.

http://www.mcmaster.ca/uts/appforms/index.html
Examples

- A professor has received complaints from other students that a someone in his class is monopolizing a book needed to complete an assignment. The professor is now in the Library requesting the name of that student. Under the Act we must respect that student’s right to privacy and cannot tell the professor who has the book out.

- We also must remember the Act when we are talking to a borrower at the desk. Choose a private area to discuss a fine or books they have out on their card.

- If we are emailing multiple borrowers about a particular item we must BCC the borrowers instead of CC to keep the email addresses private.

- Remember to keep email & phone interactions confidential.
ID & Passwords

• It’s important to remember to use the approved username and passwords for the following:

  - Horizon – the generic username/password or your own
  - Mac ID – Your own
  - Student Records – access to personal student information; use your own.
FIPPA - In Class Exercise

List the confidential patron information we have access to.
Racer/Interlibrary Loan

- Introduction
- Racer account
- Resetting a Password
- How to Change Your Password
- How to Make a Racer Request
- How to Do a Bibliographic Search in Racer
- Types of Material that Can/Cannot Be Ordered through Racer
- Patron’s Perspective/Problem Solving/HSL
Introduction

- Who can use Racer?
- “Material not held in the collections of McMaster University Libraries that is needed for study or research by faculty, students, staff and alumni may be requested at no charge through Interlibrary Loan (ILL) via the RACER service”.

Interlibrary Loan. 2009. McMaster University. 21 August 2009 http://library.mcmaster.ca/borrow/ill

- Faculty, students & staff from other institutions can also borrow material from McMaster University Libraries via their institution’s Interlibrary Loan.
- If the borrower is not affiliated with another institution they can use the public library’s ILL.
- When an item is available for the McMaster patron it is signed out to us (McMaster) not to the patron.
Racer Account

In class exercise:
Go to the Library homepage to create you own Racer account or:

http://library.mcmaster.ca/borrow/ill/racer

• This page will also provides information about Racer.
Resetting a Password

• It is common for a borrower to forget their password. Passwords can only be reset by full time staff.

In class exercise: Reset your password
How to Change a Racer Password

• The borrower knows their password but would like to change it.

• Borrowers can change the password themselves.

In class exercise: Change your Racer password.
How to Make a Racer Request

• There are two ways:
  1) Bibliographic Search
  2) Blank Request Form

• Is there a limit to the number of items a patron can request?

In class exercise: Make a Racer request.
Types of Material & the Charges

• What types of material cannot be borrowed through Interlibrary Loan?
  - CDs/DVDs/Video

(microfilm and microfiche are not part of the above group and can be borrowed through ILL)

• Are there charges in ILL?
Patron’s Perspective/Problem Solving/ HSL

• View of the patron’s profile
• How to look at their requests
• How long do the books stay in their profile?
• What happens if you cannot locate their request on the pick up shelf?
• Email
• HSL ILL requests
Summary & Questions?

- Rubric 2, 7 & 8
- Patron Blocks/Item Status
- FIPPA (Freedom of Information and Protection of Privacy Act)
- Interlibrary Loan