

MID-HUDSON LIBRARY SYSTEM
Resource Sharing Advisory Committee Meeting

Date: 11/14/17

Location: Mid-Hudson Library System Auditorium

Committee members attending:

AnnaLee Giraldo (Columbia)
 Stephanie Harrison (Dutchess)
 Julie Spann (Dutchess)
 Linda Deubert (Greene)

Jeanne Buck (Putnam)
 Katie Scott-Childress (Ulster)
 Jessica Kerr (Ulster)
 Laurie Shedrick (MHLS)

Staff Attending: Merribeth Advocate

Minutes from May, July and September meetings reviewed and approved, motion made by AnnaLee Girado, seconded by Katie Scott-Childress

Discussion Items:

1. Sierra 3.3 Upgrade
 - a. Upgrade will be uploaded the second week of December. The upgrade is mostly bug fixes and should not have any impact on libraries or patrons.
2. Renew Title Holds feature in Sierra
 - a. This feature is available in Sierra and would allow items to be renewed even if there is a title or volume level hold on the item as long as the number of items available exceeds the number of holds. The Committee recommends this feature be turned on. (Action Item 6)
3. Patron Registration
 - a. On-going discussion: Standards and best practices for patron registration including in-library registration, on-line registration and patron self-registration. Various models were discussed.
4. Non-resident Patron Registration
 - a. An ad hoc sub-committee met on November 6 and made the attached recommendations to the Committee. The Committee agrees and recommends these changes be made to Resource Sharing standards for non-resident patron registration. (Action Item 7)
 - b. Laurie looked at the Non-Resident P-types in the system and found that there were 2700 system-wide, less than 1% of total cardholders. Many of the non-resident records appear to be categorized incorrectly and these records will be cleaned up.
5. MHLS Supplied Library Card Registration Forms
 - a. The Committee revisited the question of Mid-Hudson providing printed library registration cards. Alternatives to MHLS supplied cards were discussed and samples considered. The Committee recommends that SSAC schedule a table talk to discuss what libraries are currently using as alternatives to the MHLS printed registration card.
6. "Must be Returned to" Pop-up

The committee recommends that items which must be returned directly to the owning library should be clearly labeled and contain a pop-up message: "Must be returned by patron to *owning library*". The message should include library, staff initials and date. (Action Item 8)

7. Damaged Items
 - a. The committee recommends that Items with a small amount of damage but still acceptable for circulation should have the damage noted with a pop-up message in the item’s record. Pop-up message must include library name, staff initials and date. The library that notices the damage can add the message. Post-it notes should no longer be used. (Action Item 9)
 - b. Missing or Damaged Component Forms should be used if the item is too damaged to circulate. Missing or Damaged Components Procedure should be followed <http://kb.midhudson.org/wp-content/uploads/2012/12/4.-Missing-and-Damaged-Components-Procedure.pdf>

8. Fines and Fees
 - a. A reminder that fines can only be waived for items that were checked out at your library. Fees incurred at other libraries cannot be waived.

Meeting dates for 2018: TBD

New Committee Members:

- Brian Avery - Dutchess
- Janet Dymond - Greene
- Gillian Thorpe – Putnam
- Vacant - Columbia County

To include in DA Agenda Attachment as an Action Items:

Action Item #6: Enabling Renewal of Items with Copies Available

- Background: Renew Title Holds: Patrons unable to renew books with title holds.
- Issue: Currently the ILS does not allow renewals on items that have title holds, even if the number of available items exceeds the number of holds.
- Recommendation: Turn on feature that allows renewals on items when the number of available copies in the system exceeds the number of holds.

Action Item #7: MHLS Resource Sharing Standards Update: Non-Resident Information

- Background: Non Resident cardholders can put an unfair burden on some libraries.
- Issue: Non Resident Registration Resource Sharing Standards need clarification and updating.
- Recommendation: The Resource Sharing Advisory Committee recommends revising *Resource Sharing Standards, Section 3: Patron Entry, Scenario 4: Patron does not have a card and lives outside of Mid-Hudson Library Systems Area of Service* as follows:
 - a) When issuing a non-resident card (**patrons who work, go to school, or vacation in the MHLS area of service but do not live or own property in the service area are non-residents**), “the issuing library shall designate themselves as the home library when creating patron records for individuals who do not reside within the Mid-Hudson Library System’s service area.” (Approved by the DA 3/4/2016)
 - b) **When issuing a non-resident card, the issuing library should enter one of the following messages into the patron record:**

- i) If the library did not charge a fee, the message should read: “No Charge non-resident card issued at [issuing library initials] by [issuing staff initials] on [date of issue].”
- ii) If the library did charge a fee, the message should read: “Paid non-resident card issued at [issuing library initials] by [issuing staff initials] on [date of issue].”
- c) When issuing a non-resident card, the issuing library should give the card an expiration date of one year from the current date.
- d) When issuing a non-resident card, the staff member should inform the patron that the card is valid at the issuing library, but depending on local policies, may not be accepted at every MHLS library.

Action Item #8: MHLS Resource Sharing Standards Update: Data Entry regarding items that must be returned only to owning library

- Background: Items that are marked as needing to be returned to the owning library, like Kindles and Rokus have been returned to other libraries and checked in.
- Issue: Specialty items not returned to the owning library are at risk of getting lost or damaged.
- Recommendation: Add to the Resource Sharing Standards as a new entry in the Data Entry Section: Items that must be returned to the owning library must have labeling indicating this to the patron and the item record “message field” should include the following statement: “This item must be checkin in at the [Library Name].”

Action Item #9: MHLS Resource Sharing Standards Update: Communications about items that are not in perfect condition but are still acceptable to circulate.

- Background: Items that are damaged but still acceptable to circulate often contain random post-it notes.
- Issue: The post-it notes are messy, confusing to patrons, and often become detached resulting in the last patron being blamed for the damage.
- Recommendation: Add to Resource Sharing Standards as a new entry in Circulation Section: Items with a small amount of damage but still acceptable for circulation should contain a pop-up message noting the damage. The message must include library, staff initials and date.