

Agenda Attachment

Items Missing Parts

- **Background:** Some members would like to continue to offer items that may be missing parts to patrons using their collection locally.
- **Issue:** Items missing parts should not be used to fill holds. Patrons expect what is listed in the Bibliographic description. Any item with missing pieces, that no longer matches the Bibliographic Record, must be set at a no-holds itype and carry a statement regarding the lost part in the call number field.
- **Recommendation:** Add the following wording to the MHLS Resource Sharing Standards: Items missing parts should not be used to fill holds, but may be retained in a library's collection. The item's call number should reflect this (MISSING PARTS—NO HOLDS).
- **Status:** Discussed in March, Action Item in April.

Collection Agency Fees

- **Background:** Libraries who use collections agencies must be paid in full in order to remove blocked status. This fee is the cost of turning the loss over to collections and is being recouped by the library.
- **Issue:** Collection agency charges of \$10 put patrons over the borrowing limit. While we allow patrons to pay late fees partially, the collection agency fees must be paid in full to the grieving agency in order to remove the blocked status.
- **Recommendation:** Add the following wording to the MHLS Resource Sharing Standards: Collection agency fees should be paid in full—no partial payments.

Note: Libraries should not remove M-block "in collections." This will be done by the owning library.

- **Status:** Discussed in March, Action Item in April.