

MHLS Director's Association
Meeting of Tuesday, January 8, 2013
MHLS Auditorium: 10:00 a.m. – 12:00 p.m.

AGENDA ATTACHMENT

January Break-Out Discussion Session on MHLS Plan of Service Element: Communications

- **Background:** As part of the ongoing evaluation of MHLS System Services as related to the 2012-2016 Plan of Service, the System Services Ad Hoc Committee has recommended a multi-element evaluative mechanism that includes surveys as well as face-to-face discussions.
 - **Issue:** An element of the process includes break-out discussion sessions at Director's Association meetings on various Plan of Service elements.
 - **Recommendation:** The System Services Ad Hoc Committee recommends a discussion at the DA meeting on the topic of Communications. Directors will break into 4 groups (each facilitated by a System Services Ad Hoc Committee member) to discuss the statement "The communication from MHLS empowers effective running of my library." There will be a reporting-out from each group to the whole, followed by a group discussion.
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Old Business #1: Local Holds

- **Background:** The Resource Sharing Advisory Committee was asked to review the ability to designate items locally holdable in light of the MHLS Direct Access Plan.
 - **Issue:** It appeared that the Free Direct Access plan might conflict with Local Holds. The committee reviewed the plan and decided, in light of the fact that a locally holdable item is still available to any card holder on premises, that its previous recommendation at the November Directors Association meeting was not necessary.
 - **Recommendation:** The Resource Sharing Committee recommends that item 4 a) in the MHLS Resource Sharing Guidelines read: **Local Hold copies can be made only after a first copy is purchased to be made available system-wide. All items for which there is not already an exception in the MHLS Direct Access Plan, regardless of hold status, must be made available to any MHLS card holder on site.**
 - **Status:** Old Business at January meeting.
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New Business #1: Hold Message – Proceed with Checkout:

- **Background:** In the course of daily business, oftentimes a patron will attempt to check out an item that another patron has just placed a hold on. A message pops up that there is a hold waiting to be filled for said item.
- **Issue:** While the standard seemed to be to serve the patron standing in front of them with the item in hand, there is nothing in writing currently to suggest that it is okay to override the patron-placed hold in favor of the patron with the item in hand.
- **Recommendation:** The Resource Sharing Committee recommends that item 8 c) in the MHLS Resource Sharing Guidelines read: **An override of a hold is required when a patron presents an item for checkout where a hold exists. Staff must choose "proceed with checkout" when presented with an item which attempts to trap for a hold.**
- **Status:** New Business at January meeting.