

## **Resource Sharing Advisory Committee meeting 1/14/2010**

- Committee members attending:
  - Columbia County - Luisa Sabin-Kildiss
  - Dutchess County - Daniela Pulice, Carol Rodriguez
  - Putnam County - Jeanne Buck
  - Ulster County - Amy Raff, Kelly Tomaseski
  - MHLS - Laurie Shedrick, Karen O'Brien
- Others attending: Lisa Karim, Gloria Goverman, Peggy Sisselman, Tom Lawrence, Janet Huen, Merribeth Advocate

Minutes approved by D. Pulice and seconded by A. Raff. Action items were reviewed.

## **Holds**

- Issue discussed: In 2009 approximately 1 out of every 10 holds sent were not picked up by the patron. This totaled 110,000 items.

## **Collection Agency**

- PPLD will look to expand the use of their collections module as a pilot for 2 or 3 months to see its effect (*see Action 2*).
- L. Shedrick will ask Innovative if PPLD's module can be upgraded (*see Action 3*).
- Issues discussed: how to measure effectiveness; getting general info from a speaker on what it takes to be successful; how to make this successful system wide.
- L. Shedrick will prepare an info sheet for the Feb. DA packet including: how this works, how the system could do it, reports you should run now to establish a baseline (*see Action 4*). It will be on the DA agenda as Old Business.

## **Courtesy Notice Wording and Parameters**

- Will start March 1. Will be sent 3 days prior to due date. Wording as follows:
  - E-mail subject line: "Library items due soon"
  - Text of e-mail: "This is a courtesy notice to remind you that the following is due in 3 days:"

## **Patron Record Purge**

- This will be on the DA agenda as New Business.
- Background: We are being charged by database vendors based on the total number of patron records in Millennium, yet about 30% of the patron database expired over 3 years ago.
- Recommendation: System-wide purge of all patron records expired for 5 years who owe less than \$10.

## **Listserv**

- To reduce costs, the Millennium and Youth Services listserv will be converted to Google groups lists, as was successfully piloted with the Directors listserv. MHLS staff will send out an Action Memo about subscribing.

**OPAC Brief Bib: Possibility for display in results page**

- Committee reviewed current display of results page and recommended to not change it.

**Wording of Second Overdue Notice (bill):**

- This will be on the DA agenda as New Business.
- Background: The wording of the second overdue notice (bill) that patrons receive needs to be clarified. It also is important to add information there about some libraries using collection agencies. Old wording: *“This is a bill for replacement cost(s) for the following item(s) which have not been returned or have been lost or damaged. If you return these item(s) you may have to pay a late fee, but not the replacement cost of the items.”*
- Recommendation: New wording as follows:  
**“THIS REQUIRES YOUR IMMEDIATE ATTENTION**  
**This is a bill for the replacement cost(s) of the following item(s) which have not been returned.**  
**Please note that some libraries use collection agencies to recover unpaid fines or unreturned items. An additional collections charge may be applied to your account.**  
**Returning these items can reduce the amount you owe.”**

Actions:

1. L. Shedrick will resend the link of the Resource Sharing Standards Document Review to the Directors List , and will of the check on status to see if voting is needed.
2. PPLD will look to expand the use of their collections module as a pilot for 2 or 3 months to see its effect.
3. L. Shedrick will ask Innovative if PPLD’s module can be upgraded.
4. L. Shedrick will prepare a collection agency info sheet for the Feb. DA packet including: how this works, how the system could do it, reports you should run now to establish a baseline.
5. MHLS staff will send out an Action Memo about subscribing to the new Millennium and YS Google group lists.

To cover at next meeting:

- Improving card issuing procedures to control material loss.