

Resource Sharing Advisory Committee meeting May 18, 2010

- Committee members attending:
 - Columbia County - Luisa Sabin-Kildiss
 - Dutchess County - Carol Rodriguez
 - Greene County – Bonny Snyder
 - Putnam County - Jeanne Buck
 - Ulster County - Amy Raff, Kelly Tomaseski
 - MHLS - Laurie Shedrick, Karen O'Brien
- Others attending: Lisa Karim, Peggy Sisselman, Tom Lawrence, Merribeth Advocate

Approved by C. Rodriguez, seconded by B. Snyder. Action items were reviewed.

Holds: Average number of holds across the patron database is 5 per patron. Committee discussed three issues relating to the total volume of holds:

- The extreme behavior of some patrons who have massive numbers of holds
 - Showing the public the cost
 - Items on hold that are not picked up – this is 10% of items delivered.
- Committee suggests libraries should charge \$1 for each hold not picked up. They ask that each county discuss this and report back to the committee (*see Action 1*). L. Shedrick will investigate how Millennium can do this globally. (*see Action 2*).

Birth date in patron record

- Committee was asked to relook at the new standard of requiring birth date in the patron record and felt it was valuable for many reasons. They agreed to not change the decision as voted at May DA meeting.
- Discussion included the need for awareness of when it is appropriate for the DA as a group to set policy, and when it is fair to impose a global policy vs. individual library policy.

Patrons who owe more than \$100: Of the 2085 people owing more than \$100, the average fine was \$177. Highest current fine was \$900.

Overdue notices: Some libraries are not running their overdue notices. MHLS Resource Sharing Standards say that “Overdue and Billed Notices should be printed at least once a week”. Not printing overdue notices affects other libraries because some cards that should be stopped are not.

- L. Shedrick will write a letter to each library not doing it, saying they have to do it, and will report at next committee meeting if the libraries are now doing it (*see Action 3*).

Free libraries and waiving fines: Committee was asked to edit for clarity the wording of the MHLS Resource Sharing Standards (under Circulation, Fines, item C) regarding free libraries & waiving.

- Existing wording: **Libraries should not waive fines on items checked out at other libraries. Because we use the loan rules of the checkout agency it is no longer necessary for "Free" libraries to use the 'Waive Fines' button in check-in.**

- New wording suggested by committee: **“Libraries are not permitted to waive overdue fines on items checked out at other libraries. Because we use the loan rules of the checkout agency it is no longer necessary or permissible for "Free" libraries to use the ‘Waive Fines’ button in check-in. A library may choose not to collect the fine, in which case the fine remains on the patron’s record. If over the block limit the patron will be blocked from checking out.”** (see Action 4)

Freezing holds: Release 2009b gives ability to use “not wanted before” date, which includes a functionality where patrons can freeze & unfreeze their own holds to control when they get their items without losing their place in the queue (as long as the item is not in transit). This option will appear on the patron holds screen. It was well received in beta-testing by other libraries. Consensus of committee is to turn it on. (see Action 5 & 6)

Apatid and issuing Patron Records to control loss: Discussion included the observed trend of loss with new cardholders and the concern about how to control this. All libraries had mandatory training in 2009 on using APATID to avoid issuing duplicate cards.

3rd notice – Final Notice: Notices are now sent at 14 days and 28 days. Committee was asked to discuss a global creation of a 3rd notice and agreed it was not necessary because of the new wording of the 2nd notice.

System default for gaming: Committee agreed to set the system default for gaming to 7 days.

DVD & Blue Ray: Committee agrees that when there are double packs of DVD and Blu-ray in one package they get cataloged as Blue ray.

OCLC

- 2009 OCLC ILL for member libraries cost MHLS \$13,000, in direct costs, not including staff time. Each search costs MHLS about \$4.40 (whether it is filled or not), plus postage averaging \$3.44/item. Committee discussed charging members for OCLC use and agreed to consider it if system funding is not restored.
- Committee discussed establishing a Purchase Pool for OCLC items and agreed to not do this.

R2009b: New features shown at Millennium Users Group were shown to committee.

Bookletters: New Feature called ‘Just In’: automates the monthly search through Bookletters for items not own by member libraries. It can also drop any title we don’t have if we wish, and can auto add from related things in our collection. L. Shedrick will sign us up for this. (see Action 7)

Uniform Procedure of Issuing Library Cards at Events: Discussion of best practices for issuing cards at remote events. Issues discussed included: how to give the patron something to take with them; if they could run Millennium at the site could they issue cards on the spot; should the card be from the patrons home library.

OverDrive Records: Due to the unique nature of some of the newest OverDrive records, MHLS has had to purchase them for the OPAC. To reduce the cost of purchasing records through OCLC MHLS staff will wait a month to see if the record becomes publically available.

New Truck Graphic on Delivery Slips: This new graphic, which appears only on items in transit to help staff get it into the delivery box, has generated good feedback.

Actions

1. Each county will discuss charging \$1 for holds not picked up and to report back to the committee.
2. L. Shedrick will investigate how Millennium can globally add \$1 for holds not picked up.
3. L. Shedrick will write a letter to each library not running their overdue notices, saying they have to do it, and will report at next committee meeting if the libraries are now doing it.
4. L. Shedrick will add to the June DA New Business & Agenda Attachment the suggested new wording of the MHLS Resource Sharing Standards (under Circulation, Fines, item C) regarding free libraries & waiving.
5. L. Shedrick will turn on “not wanted before” date when Release 2009b is installed.
6. MHLS staff will provide training for staff on the new ability to free holds and will create a bookmark for promotion to the public.
7. L. Shedrick will sign up for ‘Just In’ new feature in Bookletters.

Upcoming 2010 committee dates: 8/18 & 11/19