

MID-HUDSON LIBRARY SYSTEM
Resource Sharing Advisory Committee Meeting

Date: March 19, 2018

Location: MHLS Auditorium

Committee members attending:

- AnnaLee Giraldo (Columbia)
- Lynn Place (Columbia)
- Julie Spann (Dutchess)
- Brian Avery (Dutchess)
- Linda Deubert (Greene)
- Janet Dymond (Greene)

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

Minutes from the January 25, 2018 meeting reviewed and approved by Gillian Thorpe, seconded by Lynn Place.

Discussion Items:

1. The committee received a suggestion that patrons who owe more than \$10 be given access to OverDrive titles. This suggestion resulted in a detailed discussion centering on the importance of clearing "bad debt", fines and fees that are unlikely to ever be received, from library accounts. This debt is a liability for audits and public opinion. It was felt that giving people who had outstanding fines access to our most in-demand resource was hard to justify.

After lengthy discussion, the Resource Sharing Committee came to the consensus that libraries who would like to enable their patrons who owe more than \$10 to access library resources should waive the fines. Since libraries cannot waive fees for billed items that belong to other libraries or fines incurred at other libraries, the committee requested MHLS create a list of these "bad debts" to be used to encourage libraries to clear these fines and fees. The report should be generated annually as a separate report to each library. Items checked out by other libraries will be highlighted in the owning library's report.

1. Patron registration: We need to be more consistent in our Patron Entry. The goal is one patron one card with the most accurate information. Creating a township list does not seem a practical solution to managing entry for unknown areas. Many distinctions are at the street level. Staff should make their best attempt, working with the patron when possible, to choose the best candidate to send the registration card. Libraries who receive registration forms in the delivery should review for accuracy. If they are NOT the right library to receive the card for final review, they should forward the card to the right agency. The committee felt that in most cases, the receiving library would be correct or their proximity would aid in making the correct selection. In context with the number of non-resident cards created annually, this was the practical solution.
2. New Feature: Items being paged at the pickup location will be held for 72 hours, rather than the standard 48. The committee will review auto renew as a recommendation next meeting.

3. Courtesy notices: Courtesy notices do not have the ability to notify patrons that their card will soon expire. Other ideas for this will be presented at next meeting

Resource Sharing Standards Review:

Mid-Hudson Library System library card is issued free of charge to people meeting the following criteria:

1. Patron is a resident* of any city, town, or municipality within the Mid-Hudson Library System Service area.**
2. Person does not have a Patron Record in the shared MHLS database.

Anyone not under the above criteria may be issued a card/record at the discretion of an individual MHLS library.

*Resident as defined by Commissioner's Regulations 90.3 (5)

Resident borrower means an individual who resides within the boundaries of the chartered service area of a public or association or Indian library as defined in section 253 of the Education Law and who is a library cardholder at that library.

**link to service area map (DLD)

Meeting adjourned at 12:13 motion Katie, Seconded Brian.

To include in DA Agenda Attachment as Action Items:

Block expired patron records in Overdrive

- Background: Patrons with expired cards have access to Overdrive
- Issue: Currently patrons whose cards have expired have access to overdrive. Cards not updated and could be deleted after 3 years and stop authenticating, causing the patron frustration. The intent is that the patron be an active cardholder.
- Recommendation: Include a filter in the authentication of Overdrive that blocks expired cards.

Extend paging for item available at pickup location

- Background: Currently all title pages remain for 48 hours at each library.
- Issue: A new feature is available in our upcoming release that will allow items owned at the pickup location to page differently than other titles. Paging those items for an additional day (72 hours) would allow the local library to fill the hold, even if they were closed for 2 concurrent days. This would improve turnaround time for pickup, and eliminate unnecessary delivery.
- Recommendation: Items being paged at the pickup location will continue to page for 72 hours (currently 48) as part of the upgrade to Sierra 3.4.