

MHLS Directors Association

Business Meeting of Wednesday, November 6, 2019

Action Item #3: Title: Encore Menu Bar

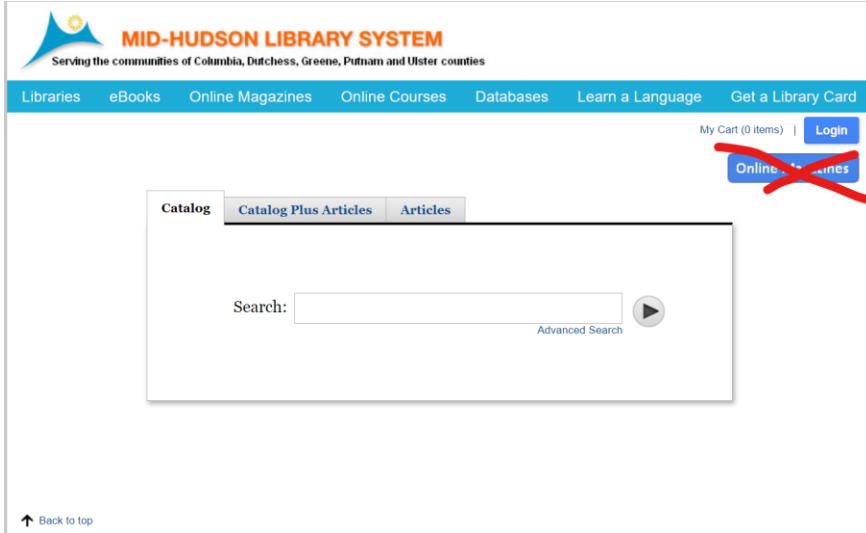
Background: Online Magazines that are accessed outside of our catalog have been included as an add-on button. As we add more resources and options, a toolbar is a more streamlined approach for providing access.

Issue: Patrons using our catalog do not have a quick access point to other platforms and services universally provided. The toolbar would help to provide a persistent access point to shared resources

Recommendation: Replace the Resource buttons with a toolbar containing links to:

- A. Directory of member libraries (A-Z /& County list)
- B. Access to Databases (HOME**ACCESS**)
- C. Online Magazines (RBDigital)
- D. Online Courses (Universal Class)
- E. eBooks & eAudio books (OverDrive)
- F. Get a library card (list of member libraries with a link to their policy and how to get a card)
- G. Learn a Language (Mango)

The image below is a mock-up. The login button would be edited to match the color of the banner and the Online magazines button would be eliminated.



Status: Discussed at the September 30 RSAC meeting; Action Item at November 6 DA meeting.

Action Item #4: Verified Account Policy

Background: In the past, having a library account meant having a physical library card and checking out physical items. Patrons were required to produce a physical card or provide a photo ID with an address. The library card would prove they had previously been verified to be given the card and in the absence of that token, the ID could verify residency

and/or the match points to look up the card and verify.

Issue: The existing policy refers only to physical library cards, with the exception of a photo ID with an address. Patrons who create an online account may not want, or be required by local library policy, to have a physical card. The word “account” describes more appropriately the relationship of the patron to the library, than the physical card that represents it.

Recommendation: revise the policy as follows:

Verified Library Account

Borrowing physical materials requires a verified library account. Libraries assume the financial responsibility of all transactions completed at their libraries.

Status: Discussed at the September 30 RSAC meeting; Action Item at November 6 DA meeting.

Action Item #5: Claims Returned Policy

Background: It was necessary to separate policy and procedure and clarify the wording.

Issue: The Claims policy was unclear and did not provide an understanding of when the process could be used.

Recommendation: revise the policy as follows:

Claims Returned Policy

A library may not place a claims returned on any item that they do not own. A patron account with three items marked as claims returned will automatically be permanently blocked from circulation system wide.

Status: Discussed at the September 30 RSAC meeting; Action Item at November 6 DA meeting.

Action Item #6: Renewal Policy

Background: Review and clarify the wording.

Issue: The language was not clear.

Recommendation: revise the policy as follows:

Renewal Policy

- A. *The library determines the loan rules for items checked out at their location, allowing up to two renewals per item.*
- B. *A library may override the renewal limit on their items only.*
- C. *Items can be renewed if the number of available copies in the system exceeds the number of open holds (DA 12/1/17)*

Status: Discussed at the September 30 RSAC meeting; Action Item at November 6 DA meeting.

Action Item #7: Check-in Policy

Background: Currently there is not a Check-in policy. Issues related to check-in’s currently can only be found under “Checking in Missing Components or Damaged Items” and that policy contains wording that is more appropriately placed in Data Entry and/or procedures.

Issue: Clarify a Check in Policy without extraneous text and procedure. The Policy requires revision.

Recommendation: New Policy:

Check-in Policy

- A. *An item checked in is considered accepted by the library that checks it in; at which point the library assumes responsibility for the condition. Financial responsibility does not extend to items whose damage cannot be determined visually, upon a cursory inspection.*
- B. *The check-in library must comply with all of the item's pop-up messages entered by the owning library.*

Status: Discussed at the September 30 RSAC meeting; Action Item at November 6 DA meeting.