

**MID-HUDSON LIBRARY SYSTEM**  
**Resource Sharing Advisory Committee Meeting**

**Date:** September 30, 2019

**Location:** MHLS Auditorium

**Committee members attending:**

- AnnaLee Dragon (Columbia)
- Lynn Place (Columbia)
- Rhiannon Leo-Jameson (Dutchess)
- Brian Avery (Dutchess)
- Catherine Benson (Greene)

- Debra Kamecke (Greene)
- Jeanne Buck (Putnam)
- Gillian Thorpe (Putnam)
- Katie Scott-Childress (Ulster)
- Jessica Kerr (Ulster)

**Staff Attending:** Laurie Shedrick (MHLS)

**Others Attending:**

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Minutes from Aug. 6, 2019 meeting reviewed and approved by Jeanne seconded by AnnaLee

**Discussion Items:**

1. Circulation Policy Review and recommended revision:

Libraries assume the financial responsibility of all transactions completed at their libraries.

Valid Card Required:

Change to:

Verified library account required: Borrowing physical materials requires a verified library account.

Claims Returned:

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.

Procedure: Claims returned should only be used as a last resort. In the occasion that a patron believes that they have returned an item that cannot be located, a library has the option of using the claims returned function for their own items. The claims returned field in the patron record reflects the total number of items ever marked "claims returned" and this field cannot be edited.

Renewal Policy

The library determines the loan rules for items checked out at their location, allowing up to two renewals per item. A library may override the renewal limit on their items only.

Missing Components or Damaged Items

Change to Check in Policy:

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.

The check-in library must comply with all of the item's pop-up messages entered by the owning library.

Letter for online patron registration discussed. As the MHLS learns more about the capabilities of the API, more individual customization will be offered.

Katie motioned to adjourn, Annalee seconded. Meeting adjourned at 12:14 p.m.

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**To include in DA Business Meeting Agenda Attachment as an Action Item:**

**Title:** 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:

Replace:

**1. Valid Card Required**

1. Circulation requires a valid library card, the only exception being a photo ID with address that matches the one in ILS ~ *Approved by Directors Association 10/3/11*
2. This language requires the identification to be presented on checkout of materials. ~*Clarifying language added by Resource Sharing Committee 11/17/2016*

With:

1. Verified library account required: Borrowing physical materials requires a verified library account.

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

**Title:** 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:

Replace:

**2. Claims Returned**

- A. Claims returned should be used as a last resort. The counter will be advanced by 1 for each item claimed returned. This cannot be removed after items are checked in. A system-generated note is added to the patron record which displays the item record number and the date the claim was made. This note is removed when the item is checked in.
- B. Claims Returned for items belonging to other agencies: A library may NOT place a claims returned on any item that they do not own, regardless of where item is picked up. It is the

responsibility of the patron to contact the owning agency regarding the missing material. The pickup agency may serve as a conduit to the contact, but is not required to do so.

With:

2. 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.

**Title:** Renewal 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:

Replace:

#### 5. **Renewing An Item**

A. The renewal cannot be processed if:

- Owning library does not allow renewals of that item
- Your library's rules do not allow it
- There is at least one open hold on that title

With:

#### 5. **Renewing an Item**

- 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.

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

**Title:** Check-in Policy

**Background:** The Check-in policy currently contains policy that is more appropriately placed in Data Entry, and also includes procedural descriptions.

**Issue:** In order to more clearly discuss the Check-In Policy, revisions to remove extraneous text and procedure need to take place. The Policy requires revision.

**Recommendation:** revise the policy as follows:

Replace:

#### 6. **Checking In Items With Damaged Part(s)**

1. Owning library must indicate the number of parts in the item – in M-message field of the item record. Without this indication missing pieces will be the responsibility of the owning library. An item checked in is considered accepted by the library that checks it in, and the library assumes responsibility for the condition. *~Amendment approved by Directors Association 11/11/06*
2. Do a visual check before check-in. If books are damaged, AV components are broken, or if the item is missing pieces or damaged beyond normal wear and tear, do NOT check the item in. [See Missing Components Procedure](#).  
*~Update Approved by Directors Association 2/5/09.*
3. It is the financial responsibility of the library, at check in and check out, to make sure all pieces are included. This does not require removing components.

4. The library that is checking in the item needs to make the first attempt to recover the missing parts by a phone call to the patron within 48 hours. The library that is checking in the item over their desk from the delivery box will call the last patron, regardless of whose patron it is, within 48 hours. *~Amendment approved by Directors Association 11/1/06*

With:

#### 6. Checking in Items with Damaged Part(s)

- 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.

**Title:** Encore Menu Bar

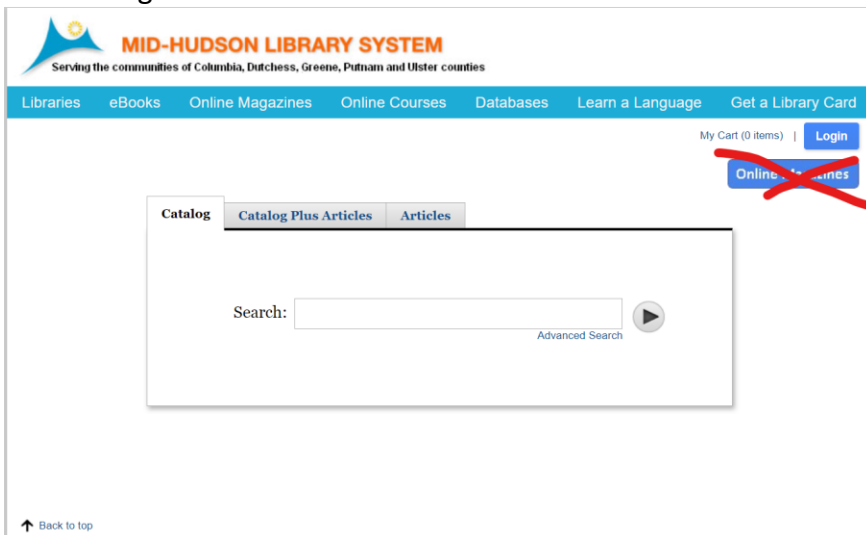
**Background:** Online Magazines that are accessed outside of our catalog have been included as an add-on button. As we add more resources and options, a toolbar is a more streamlined approach for providing access.

**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:

- A. Directory of member libraries – A-Z / County list
- B. Access to Databases -HomeAccess
- C. Online Magazines – RBDigital
- D. Online Courses-Universal class
- E. eBooks & eAudio books – Overdrive
- F. Get a library card.
- G. Learn a language

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.