MHLS Directors Association | Agenda Attachment
Business Meeting of Friday, September 22, 2023

Action Item #2: Temporary Resident Account

Background: User accounts for Temporary Residents are not currently identified in the Resource Sharing Standards. While similar to a Non-Resident, the temporary nature of the membership is an important distinction.

Issue: While the choice to issue a temporary record is at the discretion of the library, the record should be identifiable as temporary to circulation staff and expire accordingly.

Recommendation: Update Resource Sharing Standards Patron registration policy to include:

> *Temporary Resident – The decision to issue a temporary resident account is up to the individual library. The decision to honor the temporary account is at the discretion of the circulating library if that library is not the issuing library. The expiration on the record will align with the period of temporary residency. The Patron PMessage should indicate "Temporary" or "Temporary Paid" if a fee was collected.*

Status: Discussed at the Resource Sharing Advisory Committee (RSAC) meeting 8.8.2023. Introduced as an action item for the September 2023 DA meeting.

Effective Date: Upon approval

Action Item #3 OverDrive Purchasing

Background: The Ad Hoc OverDrive Committee will regularly review the expenditure of each library for meeting the recommended spending levels as cited in the [2022 report of this committee](). At the time of the last RSAC meeting, the schedule for the Ad Hoc OverDrive Committee's review of OverDrive expenditures had not yet been established. The RSAC submitted the Policy without the review schedule in place.

Issue: The review schedule should be reflected in the policy.

Recommendation: Update the previous recommendation in Holds-4E to include the review schedule.

    E. The OverDrive Ad Hoc committee establishes the timing and process to report to and review member library spending levels.

ii. The criteria for spending level requirements are:
library spending/system spending >= library circ/system circ as described in the [Ad Hoc OverDrive Committee's Final Report](#)

Status:
- Discussed at Resource Sharing Advisory Committee meeting 3.6.2023
- Discussed at Directors Association meeting on 4.20.2023
- Discussed at Resource Sharing Advisory Committee meeting 5.4.2023
- Discussed at DA Meeting 6.13.2023
- Discussed at Resource Sharing Advisory Committee meeting 8.8.2023

Effective Date: Upon approval

Action Item #4: Language Consistency: Should

Background: The Resource Sharing Standards document includes policies approved by the Directors Association with the intent of establishing how the association agrees to conduct the business of sharing resources with equity and consistency. The areas where policy is intended the language used should be direct and without ambiguity.

Issue: The word "Should" in the areas of both policy and procedure does not convey the intent as strongly as it is intended.

Recommendation: Replace the word "should" in all of the appropriate places listed below:

[To review these in context visit https://kb.midhudson.org/resource-sharing-standards/ and use Ctrl F and search for the term "should." The list is in the order of appearance.]

- Libraries may not waive fines on items checked out at other libraries except during the formally declared period of the amnesty. In that period, overdue and overdue renewal fines may be waived on returned items.
- Replace the use of post-it notes with an m- message in the item record to indicate damage to an item. The message must be added by the library that notices the damage. No items should fill holds or continue. If any of the following conditions exist, the item should not circulate or be used to fill a hold:
  - Incomplete or damaged beyond use of primary content
  - Loss of original structural integrity
  - Contamination (e.g. mold, bugs, etc.)
- Title level pages and item level pages must be printed and filled at least once daily, on days when the library is open.

- Holds pick up notices must be printed at least once daily.
- Overdue and Billed Notices must be printed at least once a week, but it is recommended to print them daily to maintain consistency for patrons.
- Libraries must use bibliographic level holds (hold copy returned soonest) and not item level holds for faster service, except where volumes exist.
- Currently, it [Offline Circ] may be used for offline checkout only (not check-in or patron entry).
- Libraries must own 1 holdable copy for each 4-7 holds; 2 copies for 8-14; 3 copies for 15-23 holds to be picked up at their location. These minimum purchases also apply to audiovisual material. In the case of DVDs, holds are considered by title not format (wide screen or full screen)
- Items missing parts must not be used to fill system holds, but may be retained in a library's circulating collection. The item's itype should be set to no holds and the call number must include "Missing Parts-No Requests." An item with an integral part, or something that would change the borrower's core experience, should be considered to be missing parts.
- Member libraries must delete order records of items that have been canceled, so as to not create bib records or transfer carts for items that will never be brought into the system.
- [errors in the catalog] must be reported to MHLS Cataloging & Database Maintenance Department by e-mail (cataloging@midhudson.org) or phone (845-471-6060 x221).
- For Items that will not be available for holds, the call number must include "LOCAL HOLDS"
- Each Sierra user must have an individual username and password to access Sierra unless using a limited group account.
- All review files should be cleared out when finished. When a review file use is completed, it should be emptied to return it to an available status.

Status: Status: Discussed at Resource Sharing Advisory Committee meeting 8.8.2023

Effective Date: Effective Date: Upon approval

Action Item #5: Language Consistency: Card

Background: The Resource Sharing Standards document includes policies approved by the Directors Association with the intent of establishing how the association agrees to conduct the business of sharing resources with equity and consistency.

Issue: The word "card" and "account" are both used to describe the patron account. A more consistent language that is reflective of all types of accounts provides more consistent and comprehensive description.

Recommendation: Replace the word "card" in all of the appropriate places listed below:

[To review these in context visit https://kb.midhudson.org/resource-sharing-standards/ and use Ctrl F and search for the term "card." The list is in the order of appearance.]

- Before issuing a new patron account/record, first make sure that the patron does not have an existing account/record. The surest way of determining this is by checking for a duplicate APATID. In the Sierra checkout function, enter "u" then the APATID into the search field and press enter.
- For institutional patron accounts use 01-09-1919
- When issuing patron accounts to residents of unserved areas of the Mid-Hudson Library System, home library is the issuing library.
- For Institutional patron accounts, use issuing library.
- Type or scan the patron barcode number. Do not add spaces.
- When entering a non-resident patron account the Message field must be edited to include the date the patron account was created, any membership fee that was collected, and the library 3 letter location code.
- Used for local internet policy. Can be used to instruct public computing management software to authenticate an account or to signify that parental permission has been given for the patron account to access the internet, where applicable.
- E-CONTACT: If the patron did NOT check the box on the patron account application opting out of email contact, then enter Y in this field.
- Verified Patron Account Required
- Circulation requires a proof of a verified library card, by presenting a valid library card or a photo ID with an address that matches the patron account.
- All physical items for which there is not already an exception in the MHLS Direct Access Plan, regardless of hold status, must be made available to any MHLS account holder on site.

Status: Discussed at Resource Sharing Advisory Committee meeting 8/8/2023

Effective Date: Upon approval

Action Item #6: Language Consistency: You

Background: The Resource Sharing Standards document includes policies approved by the Directors Association with the intent of establishing how the associations agrees to conduct the business of sharing resources with equity and consistency.

Issue: The word "you" in place of "The library" or "library staff" when discussing policy and procedure. The intent is to focus on the policy and procedures pertaining to the libraries rather than individuals.

Recommendation: Replace the word "you" in all of the appropriate places listed below:

[To review these in context visit https://kb.midhudson.org/resource-sharing-standards/ and use Ctrl F and search for the term "you." The list is in the order of appearance.]

- If a patron record already exists, verify that the record is up to date, complete and accurate.
- If the patron does not have a record, create a new patron record.

- EXP DATE: refer to the library's policy. Most libraries choose a date 3 years from today's date.
- Example: Smith, Jane E. Do not use other titles like Dr. Junior etc. A note field may be used to capture this information if required by the library.
  For institutions use name of the institution without punctuation.
- NOTE: Use this field to put in any information that is necessary to capture the patron record that is not appropriate in other fields.
- Loans can be extended on the library's own materials.
- Renewal limits are set by the owning library and should not be overridden without the permission of the owning library or where demand exists.
- If the library receives an ALA request form from a library outside of the MHLS or Seal Membership the library can either ship the item at the library's own expense or contact the requesting agency and ask that the request be placed as an OCLC request, which will be processed by the MHLS ILL Department.
- All member libraries and branches must use the MHLS default transit template in ILS or use the MHLS standard print copy , which can be reproduced on two sides.
- Motion pictures and other boxed releases with separate original release dates and separate titles can have separate bib records. Exception: If it comes as a boxed set, the library has   the option to catalog as a set with a separate bib record for the set or break it up with a separate bib record for each item.
- Logins shall be removed immediately when a staff member leaves the library's your employment.

Status: Discussed at Resource Sharing Advisory Committee meeting 8/8/2023

Effective Date: Upon approval

Action Item #7: Preferred Name / Legal Name

Background: The Patron Record has a single name field by design, which has been used to carry the "Legal" name for the patron. The legal name is used in billing and identification. The Alias field as an alternative name has proven to be insufficient.

Issue: The Legal Name is an important element of the patron record. For some patrons, it may not reflect the name the patron would prefer to use when interacting with staff, in informal notices, on holdshelf slips, or in display. The Alias field is not a useful alternative because it is not searchable in the name index, it is not able to be used in all notice templates and cannot be used in the standard patron display (2 column). A workaround has been developed to use a second name field in the patron record to carry the Legal name data, when an alternative or preferred name better reflects the patron's preference for name.

Recommendation: Create the possibility for both a preferred name and a legal name in the Patron Record.

This recommendation includes the following elements

- If the record does not make use of a "Legal Name" field, the "Patron Name" field is assumed to include the patron's legal name.
- Add a new field to the variable length section of the patron record called "Legal Name".
  - The field will be added to the name index for lookups
  - The field will be positioned after the current "Patron Name" field.
  - As the second indexed name field it will not be used in record display, notices, due slips, or holdshelf slips
- Legal name will not be required or inserted into templates unless requested by the library director
- Unless the "Legal Name" is Inserted/Populated, it is assumed that the "Patron Name" is the Legal name of the patron.

Status: Discussed at special meeting of the Resource Sharing Advisory Committee meeting 8/29/2023

Effective Date: Upon approval

Action Item #8: 2024 DA Meeting Schedule

Background: The DA bylaws call for five or more regularly scheduled meetings annually to be held at the discretion of the System Services Advisory Committee (SSAC).

Issue: While the bylaws allow for these to be announced in January, to facilitate systemwide planning of events and to aid those students in the LIU/Palmer Advanced Certificate Course in Public Library Administration with planning, the dates are being proposed now.

Recommendation: Adopt the following schedule of 2024 DA meeting:

- Wednesday, February 28th (online)
- Wednesday, April 17th (in person) *[date adjusted after SSAC meeting via email exchange with the committee]*
- Tuesday, June 11th (in person, followed by a New Directors Forum in person)
- Thursday, September 12th (online)
- Wednesday, November 13th. (in person, followed by luncheon)

Status: Discussed at August 2023 meeting of the System Services Advisory Committee. Action item for September DA meeting.

Effective Date: Upon approval