MID-HUDSON LIBRARY SYSTEM
Resource Sharing Advisory Committee Meeting

Date: Tuesday, September 19, 2017   **Location:** MHLS Auditorium

Committee members attending:

☐ AnnaLee Giraldo (Columbia)   ☒ Jeanne Buck (Putnam)
☒ Stephanie Harrison (Dutchess)   ☒ Katie Scott-Childress (Ulster)
☐ Julie Spann (Dutchess)   ☒ Jessica Kerr (Ulster)
☒ Linda Deubert (Greene)   ☒ Laurie Shedrick (MHLS)

Staff Attending: Merribeth Advocate
Others Attending: Tom Lawrence (PPLD), John Giralico (Ulster)

Discussion Items:

1. Regional Interlibrary Loan
   a. The committee recommended that the Regional ILL code changes be accepted. The motion was made by Linda Deubert, seconded by Jessica Kerr, and approved unanimously.
2. Encore 4.6 Update
   a. We are now live on Encore 4.6 SVCP 2. Facet sorting is back to normal.
3. Sierra 3.2 Upgrade
   a. Version 3.2 fixes a bug that could cause a system failure as well as introduces some improvements related to cataloging. It also has new API calls (these are protocols that allow two different systems to communicate, e.g. Sierra and Overdrive) that are better encrypted and more secure.
   b. This version has been in general release since August 16 and there have been no technical issues of note. MHLS plans to schedule the upgrade for October 4 and does not anticipate any issues with its installation.
4. Book in a Bag Program & Big Book Collection
   a. MHLS will no longer house or provide support for the Book in a Bag program starting in January 2018. All of the kits are owned by a particular member library, and these kits will be returned to those libraries. The Kitkeeper software will be discontinued, and individuals or libraries interested in requesting the kits can do so through Sierra.
   b. MHLS will also no longer house the Big Book Collection. The collection consists of 88 books, which will be offered to member libraries.
5. Patron Registration Cards
   a. The current patron registration cards that MHLS provides to member libraries have fields that do not match categories in Sierra, and the Spanish translation of some fields is incorrect. New pdf versions of the corrected registration cards will be available for libraries to print on their own. MHLS will no longer provide printed cards, just the pdf.
   b. There was also a lengthy discussion of the pros and cons of in-house and remote online registration card forms, which was tabled until the next meeting.
6. Non Resident Policy
   a. John Giralico from Elting Library in New Paltz joined the committee to discuss how best to handle individuals who would like to get an MHLS card but live outside of the MHLS service area. Specifically, there are four libraries in Ulster County that are in the Ramapo-Catskill Library System, and their patrons often come into the MHLS Ulster County libraries requesting a

library card. However these individuals do not pay taxes to the MHLS libraries but use resources such as Overdrive that can cause hold ratios to be excessive.

    b. In the Resource Sharing Standards document on the MHLS website, under Best Practices and Procedures: Circulation--#3 Patron Entry, the instructions on how to enter a patron record for someone living outside of MHLS is out of date (Scenario 4) and can lead to these best practices to be inconsistently applied to non-resident patrons.

        i. http://kb.midhudson.org/wp-content/uploads/2012/12/kb.midhudson.org-3-Patron-Entry-2.pdf

    c. A subcommittee is being established to look at the Direct Access Plan, Resource Sharing Standards, and Patron Entry instructions to develop a policy for issuing non-resident cards and determining which resources these cards can be used for. The hope is to get representation from all five counties on the subcommittee, and once formed the group will meet in late September or October and their recommendations will be reported to the Resource Sharing Committee at the November meeting.

7. Formal Complaint Procedure

    a. All resource sharing violation complaints from a director should be formally communicated to MHLS staff, who can then investigate the situation. The form for filing a formal complaint can be found at http://kb.midhudson.org/wp-content/uploads/2013/07/Approved-Procedures-for-Resource-Sharing-Standards-Violation.pdf

8. Sierra Password Renewal

    a. Resource Sharing Standard state that all Sierra passwords should be changed every six months. To facilitate this change, MHLS is turning on a feature in Sierra that will prompt users to update their passwords. This requirement will happen in six month intervals, and users will start to receive a reminder from Sierra when they log in to change their password 30 days before it is required. The password change prompt will be turned on by MHLS for libraries in phases.

9. Sierra Timeout

    a. Some Sierra licenses stay logged in for days or get hung up during the login process. In order to make sure all licenses are available to users, MHLS is setting up a system whereby the login process will time out after 150 minutes of inactivity. As with the password change prompt, this will be turned on for each library in phases.

10. "Must Be Returned To" pop-up

    a. Tabled until the next meeting

11. Missing or Damaged Components Procedure

    a. Tabled until the next meeting

Respectfully submitted by Stephanie Harrison

To include in DA Agenda Attachment as an Action Items:

- Background: The Southeastern region has maintained a Regional Interlibrary Loan Code to govern interlibrary loan since the mid-1980s. The code was last revised in 2002. The SENYLRC Regional Interlibrary Loan Committee (RIC) is charged with an annual review of the code. RIC has reviewed the code annually since 2002 with no changes recommended.

- Issue: This year, during the annual review of the code, the committee determined that the code needed revising for two reasons. First, there were parts of the regional code that no longer seemed applicable to them. Second, the American Library Association Reference and User Services Association recently went through a lengthy process to revise the "Interlibrary Loan Code for the United States" and it was important to consider changes made to that document.

- Recommendation: The committee recommends that the Regional ILL code changes be accepted