Resource Sharing Advisory Committee Meeting
March 16, 2009

Attending: Lisa Karim, Daniela Pulice, Julie Dempsey, Gillian Thorpe, Janet Huen, Tom Lawrence, Peggy Sisselman, Susan Polikoff, Josh Cohen, Karen O'Brien, Laurie Shedrick

Minutes approved by G. Thorpe, seconded by D. Pulice. Action items were reviewed. Of these items, the notice about locking A/V cases has not yet been placed in the bulletin and the change for graphic novels material type search has not been done.

Print templates
- Length of routing slip has been shortened.
- Workshop on March 27 will include items L. Shedrick learned in III Webinar. Other print templates can now be added for holds notices, but other notices and changes like adding logo will not be possible until next Millennium release.
- Also discussed under this topic were complaints from "free" libraries that their patrons were getting overdue notices with fines. The Committee recommended that a notice be put in the bulletin reminding all libraries that these notices come from owning libraries and "free" libraries are not exempt from these notices. *(see Action 1)*

Delivery packaging standards
- Committee evaluated current document. Since there were no responses for changes from member libraries in the allotted time, the committee recommended adoption as it currently stands. This version will be present to the April DA meeting and will added to the Resource Sharing Standards document on July 1, 2009 after vote by DA. *(see Action 2)* L. Shedrick will also add link to document on Resource Sharing website.

New form for missing and damaged items
- Committee suggested adding the info "Do not check in" to form. The owing library should decide what should happen with the item when the form and item are returned. A message should be added to item to document when and where it was put into the delivery, when the item is changed to no holds. The Committee recommends that the procedures should be sent out with the new form. *(see Action 3)*

Extension on loans for programming
- Libraries borrowing in advance materials from other libraries, should call to ask owning library if they might extend the due date. The Committee recommends that the DA be reminded that staff members should not change the due date on any item without asking permission from the owing library. Any repeated problems with this policy should be brought to Josh Cohen's attention. He will make a follow up phone call pointing out that the borrowing library may lose borrowing privileges. This will also apply to libraries repeatedly waiving fines for replacement costs. If this problem is not solved, step 2 would be a letter to the borrowing library's board telling them of the problem and the loss of borrowing privileges that would result. If still not rectified, Josh

Cohen will go to the MHLS board to have the borrowing privileges rescinded. *(see Action 4)*

Missing status for items not found
- A follow-up "In transit" items before Jan. 31, 2009 will be distributed next week. On April 1, 2009 the items still in transit will be updated to "Missing in transit."

New genres
- At this time, a local genre heading for Urban fiction will not be added.

Fee for holds
- The Committee discussed the implementation of this to be able to prepare for the delivery charges that have been approved by the MHLS Board effective 2010. The Committee felt that this needed to be evaluated by each library rather than a fee charged to every patron who places a hold in Millennium. They felt that a patron placing a lot of holds would start accumulating large fees for items that might not be picked up for several months. The Committee recommended that a message be added to the screen where the patron enters library barcode, etc. The message should state that there might be a nominal fee when patron picks up hold. (*see Action 5*)

Bootleg copies
- There have been some instances of bootleg copies returned by patrons instead of the original copies that were checked out. The Committee recommends that directors should remind circulation staff not to check in items without barcodes. *(see Action 6)*

Patron data entry
- Some examples of poor patron entry were discussed and the committee felt that accuracy is a very large problem. The Committee felt that not everyone who does patron entry is following the directions on the Resource Sharing website. The APATID especially is not being constructed properly, thus negating its use to find duplicate patrons. The Committee recommended that the directions for this step be sent out again. Also the format of the address should be entered using current Post Office standards. Some areas that could use improvement is putting apartment number on delivery address line instead of separate line, no comma between city and state, and using consistent abbreviations in street address. Also town codes for certain libraries are not being confused and a method should be in place to make sure that this is being done consistently, especially for towns where the geographic borders are not easily delineated. Another issue is a default birth date. The Committee felt that the form should be blank if the information is not provided. The Committee recommended mandatory patron entry training for every staff member that does this entry. It was suggested that it could be offered by county, but combined with other topics since it would not be a very long training on its own. Another idea was to offer it as part of a Millennium Users Group session. *(see Action 7)*

Delivery routes and holds queues

- The Committee discussed this issue brought up by D. Pulice. She felt that some libraries were being unfairly targeted for holds because they were at the beginning of their delivery routes. Since the delivery fees were based on holds filled, she felt that the routes with libraries that owned more high demand items might cause the holds filled to disproportionately target the same libraries rather than these holds making it to other libraries across the route. L. Shedrick was going to review if this was the case and therefore, if the holds could be made more random.

New OPAC

- The Committee recommended that links for our catalog embedded on pages like the New York Times Best Seller List be made more prominent and reworded to say "Check library catalog." They also noted problems with other "hot" links on these pages.
- Another item that still needed to be addressed was moving the catalog tutorial to the help screen. It would ultimately look like the help screen in the Kids Catalog.

Actions

1. L. Sherick will put an article in the bulletin reminding all libraries that overdue notices come from owning libraries and "free" libraries are not exempt from these notices.

2. DA Action item for April vote on Delivery Packaging Recommendations document with effective date of July 1, 2009.

3. Changes to the form for missing and damaged items will be made and instructions for its use will be distributed.

4. DA will be reminded that staff should not be changing due dates for items borrowed from other libraries or waiving fees for replacement copies. The consequences of these actions will be reviewed.

5. DA Action item- change in patron hold screen to include information for possible fee to prepare for the adoption of fees for holds by some libraries.

6. DA will be reminded that bootleg copies of DVDs should not be accepted from patron in place of original copies and that items without barcodes should not be checked in by staff.

7. DA Action item- Patron entry should be done consistently and mandatory training should be offered. L. Shedrick will send document for APATID to all member libraries.