

## Resource Sharing Advisory Committee Members December 14, 2004

Attending: Daniela Pulice, Laurie Shedrick, Karen O'Brien, Susan DiLorenzo, Julie Johnson, Gillian Thorpe, Julie Kelsall, Amy Raff, Janet Huen, Kit Kassel, Tom Lawrence, Josh Cohen, Merribeth Advocate.

Absent: Carol Briggs, Phyllis Keaton, Candace Begley

- Minutes from 9/29/04 meeting: approved by J. Kelsall, seconded by G.Thorpe.
- Kit Kassel, new MHLS Data Entry Department employee, was introduced
- 2005 Chair: Daniela Pulice, Vice Chair Amy Raff

### Old Business

- **Multi Volume Records follow-up**
  - Only problem is with multi-volume DVDs. Issue is with the way this is functioning, between when item is ordered and when item comes in & patrons placing holds in the between time.
  - Too many staff errors. Members not following the suggested procedures. J. Cohen will call the libraries not complying. (*See Action 1*)
  - K. O'Brien having difficulty w/ order records for these items, not knowing if they will be circ-ed separately or together. OCLC costs increasing as need to get each record, not the set record., and needing to reattach existing holds.
  - Too much patron frustration.
  - J.Cohen and L. Shedrick will discuss a solution. (*See Action 2*)
- **Millennium LC:** Relatively small upgrade, without any huge changes. Installation expected to be 12/29.
- **SAM:** Up now to 180. Need 20 more to drop price.

### New Business

- **Rotating Collections:** Resource Sharing procedures needed for members creating own collections, but tabled until DA decides on existing collections.
- **DVD/Holds:** investigating 2 major issues:
  - **1. Libraries not buying:** Analysis shows that all libraries are not purchasing DVDs. Ideas:
    - Committee encourages libraries to buy more DVD's, recommending all libraries to budget for DVD purchases.
    - Suggested formula: if x% of your circ is from DVD's, then x% of your materials budget should be for DVD's.
  - **2. Libraries purchasing but not lending:** Members not following procedures: are making their DVD's unavailable. (*See Action 3*)
  - Damages:
    - Members not following the suggested procedures for reporting damages / missing items to the owning library
    - Self Insurance Fund: suggested 15% of materials budget for loss & replacements

- Committee recommends creating patron type for each library. Could help in blocking, plus have additional advantages for future statistical analysis. Suggestion to eliminate J patron type, this could be a per-library situation. Needs DA approval.
- **Potential new Innovative products:** offered special \$ if bundled. (See *Action 4*) Top 3 of interest are:
  - 1. TNS: Telephone notification: \$24,000 set-up costs. Ongoing telecommunications costs are all eligible for E-Rate, so only 20% would be actual cost.
  - 2. Web Bridge: \$15,000 set-up costs. Patrons can use My Millennium to access databases.
  - 3. Serials: \$15,000 set-up costs. Central Library recommends this for all; may be interested in funding this module.
- **3<sup>rd</sup> overdue notice:**
  - Currently: Overdue at 14 days past due date, bill generated 14 days after overdue notice is printed.
  - Committee recommends that 3<sup>rd</sup> notice is not necessary – too much work for the majority of libraries, who are not interested.
  - Committee recommends that libraries interested in sending accounts to collection need to create own notice, have to warn the patrons before collection.
    - Potential problem with Collection Agency interaction: Any patron in the system could get a collection notice from one of the few libraries who will be initiating this. Committee suggests any potential collection be based on total \$ value.
  - Could add text to overdue notice, and then bill: *“unpaid bills may be subject to collection actions”*

## Other

- **Damage done to media cases by other libraries:** Committee recommendation to add to Circ procedures: *The only things allowed to be attached to an item are Post-Its.*
- **Reminder to use message field** for # of parts in an item.
- **County-based workshops** will be scheduled for refreshment of procedures. Reminder to members to not move on problems.
- **Overriding max overdue fines.** Currently Max fine = \$10, which is currently being overridden frequently, so patron is not blocked from service. Considering raising the fine limit; committee recommendation is at least \$30.01, but wants to know the average and the mean \$. (See *Action 5*)
- **Cancel if not filled by** in OPAC add “optional”. (See *Action 6*)
- **Holding statements in periodicals.** Need bib records for 20 titles, from MHLS, to link to. (See *Action 7*) Central Library staff will write procedures. (See *Action 8*)
- **Length of time on holdshelf:** Currently last date for pick-up is 7 business days at the pick-up location. Date for pick-up is on e-mail notice. Suggested that date line be removed from the notice, and encourage

libraries to use the free text box to put in the Subject line of the e-mail "Pick up in x days".

### **Actions**

1. J. Cohen will call libraries not complying with Multi Volume Record procedures.
2. J.Cohen and L. Shedrick will discuss a solution to Multi Volume Record problems.
3. J. Cohen will contact libraries not making their DVD's available for holds.
4. L. Shedrick will get a price from Innovative for the module bundle.
5. L.Shedrick will find the \$ average and mean for outstanding fines for the January DA meeting.
6. L. Shedrick will add "optional" in the OPAC for "Cancel if not filled by".
7. K. O'Brien will create bib records for linking periodicals.
8. Central Library staff will write procedures for linking periodicals.

### **Report to DA**

- Members are not following suggested procedures for:
  1. Multi-volume record entry  
<http://midhudson.org/resource/Millennium/mediamulti.pdf>
  2. Owning DVD's: some libraries are not buying any, or are not buying enough
  3. Circ-ing DVD's: some libraries who own DVD's are making them unavailable for holds
  4. Reporting damages / missing items to the owning library
  5. Using the message field for noting the # of pieces in an item
- Committee recommends creating a patron type for each library. Could help in blocking, plus have additional advantages for future statistical analysis. Suggestion to eliminate J patron type, this could be a per-library situation. Needs DA approval.
- Committee recommends that 3<sup>rd</sup> overdue notice is not necessary – too much work for the majority of libraries, who are not interested. Recommends that libraries interested in sending accounts to collection need to create own notice, have to warn the patrons before collection. Potential problem with Collection Agency interaction: Any patron in the system could get a collection notice from one of the few libraries who will be initiating this.
- Damage done to media cases by other libraries: Committee recommendation to add to Circ procedures: *The only things allowed to be attached to an item are Post-lts.*
- Currently the Max overdue fine = \$10, which is currently being overridden frequently, so patron is not blocked from service. Considering raising the fine limit; committee recommendation is at least \$30.01 – currently investigating the average and the mean \$.

Merribeth Advocate  
12/16/04