

MHLS Resource Sharing Advisory Committee
July 13, 2006

Attending: Daniela Pulice, Laurie Shedrick, Karen O'Brien, Julie Johnson, Lisa Karim, Julie Kelsall-Dempsey, Amy Raff, Tom Lawrence, Josh Cohen, Nancy Foster, Janet Huen, Lauren Muffs, Merribeth Advocate, Kit Kassell, Catherine Nuding
Excused: Gillian Thorpe
Absent: Candace Begley

Minutes from the April 13, 2006 meeting accepted by: L. Karim, seconded by Julie Johnson.

Old Business:

Procedures for complaints against member libraries

- Recommendations were made to change wording in Reasons for an investigation:
 - Repeated pattern of misuse of system guidelines, such as:
 - Not purchasing items following purchasing guidelines
 - Not paging for holds or not filling items
 - Placing items "no hold" or "in processing" for extended periods
 - Items missing, lost or stolen or a repeated pattern of marking items from other libraries as "claims returned"
 - Not managing the hold shelf
- Recommendations were made to change steps in investigation to move step five to part of step four since both actions would occur simultaneously.
 - Step four will now read:
 - If no action, Resource Sharing Committee will recommend to DA that library be taken off pick-up list. DA recommends to the MHLS board. Executive Director to meet with the library in question board.

Review of Action items

Redesign of patron registration card

- Card has been redesigned and may be ordered through website ordering form.

Database Record Removal table

A. In transit items.

Reports from member libraries seem to be getting very positive results in tracking down these items. For example, Beacon reported finding 2/3 of their items either on their shelves or on the shelves of the library where returned

B. Billed status and claims returned.

Some member libraries have expressed problems with deleting the items showing "Billed" or "Claims returned" in status field. For billed items, if we use the batch deletion method, these items will have to be checked in before they are deleted. The patron's record will show that the patron has been billed, but the item will show as "checked in." Tom Lawrence said Adriance's items represent about \$141,000. If this method is used and they then decide to hand the bills over to a

collection agency, he felt that the ability to collect might be hampered by changing this information to "checked in." The only other method would be to manually changed status to "billed and lost" which moves the item from the checked out tab to the billed tab. The information is retained on the patron record from the bill. Another solution might be to create a patron file with a generic note about the overdue item on the patron's record before the deletion of the item. In order for libraries to come up with a solution that works for them, the committee recommended that these items not be deleted in October as planned, but wait until 12.31.06. At that point all items in this category through 2005 will be deleted. The committee also recommended that the database be purged of patrons whose cards expired pre-Millennium (6/02) and who have manual fines from GEAC. Since no information was retained on the patron's record of the source of these fines, the committee felt that they would never be collected at this point.

Teleforms (TNS):

- MHLS is pursuing an updated price quote. The problem that still exists is the inability to judge how many calls will be made at the cost of 4.7 cents per call. This is especially true if we use the system for overdue notices. It was suggested that if we do purchase this module, we turn it on for just holds pick-up calls as the pilot. When the usage is determined, the overdue notices can be added.
- Sanjay is working with Doug Randall of III on the possibility of piloting a voice-over IP instead of using Teleforms. This would lower the cost of the call to 1 cent per call and may be a better solution if it is successful. Laurie Shedrick is still not certain of the volume of calls using this method. She stated that only 10% of the notices currently go out using email.
- Laurie will try to ascertain the average number of holds per patron per day. The Teleforms system will call for each patron even if there is more than one patron in a household that has a hold. The system has now been improved to say the patron's name in the call, but the cost is still \$850 per message to say the library's name. Although it is difficult to figure out exact pricing, she will get price lists for different scenarios based on the libraries that said they were interested in the last round of responses.

Audible Downloadable Audiobooks

- Audible piloted a public library package in a couple of libraries, but could not handle the volume that resulted. They are working on a new package and we are on the list to be contacted when it is available.

Data Entry Boxes on Bib Record Entry.

- The size of the boxes is an enhancement request for the 2007 III release.

New Business

Millennium Products.

- The 2006 release of Millennium should be available later this summer. Included in this release is a new product called WebPAC Pro that was designed to integrate with the current WebPAC. This product was previewed by the Ronnie Storey-Ewoldt, our III sales rep. Once we upgrade to the 2006

release, we would be able to turn on this product that includes several new features that are available cost-free. The cost-free items include a “relevancy” indication on key word results that ranks the searches in order of relevance to the keyed-in search, the inclusion of 50 items on the browse screen for titles, etc., the ability to launch a My Millennium session on start up so it will not be necessary to log-in for each hold and the ability to move some of the buttons on the bib record screen. There are other features that can be provided on a “for-cost” basis. These include RSS feedbuilder, which would send Millennium data to external portals, My Record Feeds which provides patron-specific RSS feeds of timely information, an ability to add patron reviews to bib records and Spellchecker for the WebPAC. A demo of other new products included E-commerce which would enable patrons to pay bills online with a credit card, Online patron registration, WebBridge which is a URL-link resolver pointing the patron to other resources based on the information in their search and a Millennium program registration module. The committee asked Laurie to pursue costs for these packages and she will then email this information to committee members. The committee members will then decide what products they would like to recommend to the directors for purchase based on the money MHLs has to spend. Since the DA does not meet in August, an action memo will be distributed with the information for the director’s input.

Java Upgrade

- Laurie said the upgrade of Java should be put off until the new release of Millennium. Downloading it for this version will slow down the program and can cause a problem with some renewals.

Password changes

- Although it was recommended previously that passwords be changed for everyone every six months, some libraries did not respond and it took 3 months for all of the passwords to actually get changed. The committee recommends that this be done only once a year and passwords should be changed every December. It is still recommended, however, that an individual library change passwords when there is a staff turnover.

OPAC display of title

- Currently the sub-fields “p” and “n” do not display on the title summary screen. These fields may be used to contain information on DVDs about television series seasons. The committee felt that these sub-fields should be added.

Material types for bib records

- The addition of new icons for Books-in-a bag and Primary historical material has already been agreed upon. The committee would like to review what other icons can be added and what existing ones can be clearer. A complete list of current icons will be sent to committee members before the October meeting.

Net Library bib records

- The committee recommends that these records should be added to the catalog. They will include a link to an information page that tells the patron which libraries participate with a link to the Net Library verification page. The July records will be added to the catalog for a test of this system and a new icon will be added for this format.

Other

- Wording of overdue notices
A request came to the committee to change the wording of the overdue notices to be a little nicer. The committee felt the wording was OK, but agreed to ask the directors for suggestions on changing the wording.

Next meeting: October 16th, 2006, 10 AM MHLS

Actions:

1. Wording for Procedures for complaint against a member library will be present to the DA.
2. Recommend to the DA that items on database listed as "billed" and "claims returned" not be deleted until 12/31/06 instead of in October. Recommend that the guideline for deleting these items be changed to two years, rather than 1 year, 3 months.
3. Recommend that patrons with no activity on their records pre-III (6/02) be purged from the database.
4. L. Shedrick will obtain pricing from III for all new products that were previewed and distribute the information to committee members. The committee will then pick their priorities to distribute to the director's for their input on what MHLS should purchase.
5. Recommend that password changes be done every year rather than every 6 months.
6. Committee will evaluate Material types at the Oct., 2006 meeting.
7. Recommend that directors give input for changing overdue notice wording.
8. Add selected Net Library bib records to the database to be evaluated.