

MHLS Resource Sharing Standards approved by the DA

I) Patron records**A) Placing a stop on a patron's record**

- 1) Manual stops should not be placed on a system-generated delinquency solely to "reinforce" the system-generated delinquency. Please note that patrons with a stop on their record are unable to participate in Request-A-Title (placing holds on materials from home). Do not use manual stops for any of the following reasons:
 - (a) ILL awaiting pick-up
 - (b) Lost personal property
 - (c) To reinforce a system-generated delinquency , which is generated automatically for fines \$10 and above, and expired cards.
- 2) Manual stops may be placed in some instances. It is up to the library director to designate what staff in their library that can perform this function. Examples are:
 - (a) Patron has more than one card
 - (b) Patron is not responding to notices
- 3) When a manual stop is placed on a patron's record, detailed information must be entered in the Patron Notes field, and should include the following:
 - (a) date placed
 - (b) library's name or three-letter code
 - (c) the person placing the stop
 - (d) details on the reason for the stop
- 4) Remove the notes and the manual stop once the situation is rectified. If a library encounters a situation where there are no notes on a manual stop then the stop should be removed.

B) Pop-Up Messages & Notes

- 1) Pop up messages should not be used to notify staff of overdue material or fines. The checked out items tab and fine tab will display red (and optionally sound) when a patron has an overdue item and/or fines. When items are checked in (especially in check-in – no patron) staff may not realize that the message or note should be removed. Any message placed on a patron's record should be removed when it has served its purpose.
- 2) When a Pop-up Message is placed on a patron's record, the following information should be included:
 - (a) date placed
 - (b) library's name or three-letter code
 - (c) the person placing the message
 - (d) details regarding the message

(e) Reasons for placing a message include non-Millennium communications such as:

- ILL awaiting pick-up
- Personal property left at the library
- Instructions from patrons about use of their account

3) Patron Notes

(a) The Notes field may be used for additional Patron Record information. Please be aware that Notes do not pop-up.

C) Patron Registration

1) [See instructions for entering patron records for the following:](#)

(a) Re-registration-Patron has a card but no longer lives in the same area of service.

(b) Patron does not have a card and resides in the Mid Hudson Library System's area of service

(c) Patron has a card, but cannot find it.

(d) Patron does not have a card and lives outside of Mid Hudson Library System's Area of Service.

2) Check for a current record-In order to ensure that each patron in the system has only one card, it is imperative that a search be done against the Millennium database before a new card is issued. Search by all possible names to avoid issuing a duplicate card to a patron.

3) Identification and proof of residence:

(a) Determine patrons home library by identification that includes proof of residence (Ex: license, lease agreement, utility bill etc.).

(b) Determine responsibility of cardholder (Ex: parent for child, facility for group home individual, etc)

D) VIP Status (means the patron does not accrue daily fines for items.)

1) No library can assign VIP status to patrons not living in their library service area or is not a staff member or trustee. If you observe an abuse of the VIP status, notify the director or supervisor.

E) Expired patrons

1) After proper ID has been shown, any library can update and re-authorize the information in an expired patron record. Current length of time for expiration is three years.

F) Contacting another library's patrons

1) Any patron may be contacted by any physical address or e-mail in their record only for any Millennium based activity.

G) Linked Patrons

- 1) A patron should not be linked to another patrons record without their approval or the approval of their guardian.

II) Circulation

A) Claims Returned

- 1) Claims returned should be used as a last resort. The counter will be advanced by 1 for each item claimed returned. This cannot be removed after items are checked in. A system-generated note is added to the patron record which displays the item record number and the date the claim was made. This note is removed when the item is checked in.
- 2) Claims Returned for items belonging to other agencies: A library may NOT place a claims returned on any item that they do not own, regardless of where item is picked up. It is the responsibility of the patron to contact the owning agency regarding the missing material. The pickup agency may serve as a conduit to the contact, but is not required to do so

B) Lost materials

- 1) If a patron loses material the replacement cost belongs to the owning library, and should be forwarded to them. Use the replacement cost listed in the item record. If the patron wishes to write a check for the amount, it should be written to the owning library.
- 2) If a patron offers to replace the missing or damaged item with a replacement copy at a library other than the owning library, that library must contact the owning library to see if they will accept a replacement copy. It should not be assumed that this is acceptable. Replacement copies must be forwarded to the owning agency.
- 3) Material was lost, paid for, and then found
 - (a) This situation is a local issue on whether the policy of the library is to accept the return of the lost item or not, or refund the money paid back to the patron or not.

C) Fines

- 1) Fines under \$25 are paid at any library and are kept by that library.

D) Fees / Manual Charges

- 1) Should be forwarded to the originating library regardless of the amount.

E) Renewing an item

- 1) The renewal cannot be processed if:
 - (a) owning library does not allow renewals of that item
 - (b) your library's rules do not allow it
 - (c) there is at least one open hold on that title

F) Delivery / Routing Slip

- 1) The delivery location must be printed in a large format at the top of the delivery slip and secured in the item.
- 2) When using two-sided routing slips, make sure the library name is crossed-off on the used side. Do not include patron personal information (ex: phone number).

G) Checking in Items with multiple / damaged parts

- 1) Owning library must indicate the number of parts in the item – in message or with a label by the barcode. Without this indication lost items will be the responsibility of the owning library.
- 2) Do a visual check before check-in. If the item is missing pieces or damaged, do NOT check the item in. See Missing Components Procedure.
- 3) It is the responsibility of the library, at check in and check out, to make sure all pieces are included.
- 4) The library that is checking in the item needs to make the first attempt to recover the missing parts by a phone call to the patron within 48 hours.

H) Attaching notes to items

- 1) Permanently attached notes (including tape and stickers) may only be placed on an item by the owning library.

I) Override/Change of Due Date

- 1) Loans can be extended on your own materials. Generally, if the item belongs to another library, you have to call the library to ask for permission. Exceptions: book clubs (as long as there is no demand for the title), 7-day books coming in for holds can be changed to 14 days.

III) Holds**A) Bibliographic Vs. Item level Holds**

- 1) Libraries should use Bibliographic level holds (Hold copy returned soonest) and not Item Level holds for faster service, excluding those with volumes.

B) Limits on system holds

- 1) There are no limits on the number of system holds a patron can place.

C) Awaiting pickup

- 1) Items remain in "awaiting pickup" status for no longer than 7 business days (open days for individual library).

D) Book group holds

- 1) Book group holds being placed by library staff should be entered under the individual patron records to avoid complications at pick up.

E) Copies to Holds recommended purchasing

- 1) Libraries should own 1 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 (widescreen or full screen)

F) Rerouting Holds After Put in Transit:

- 1) Items that are in transit to fill a hold cannot be re-routed. Only exception is when patron has made an error in choosing their pick-up agency.

IV) Inter Library Loan-ILL**A) LL Loan periods**

- 1) Be aware that any hold being sent to 'PATRN NAME: Mid-Hudson Library System-ILL-OCLC/ILL' is an out of area request, which will have an extended loan period in accordance with regional ILL lending procedures.

B) Overdue OCLC ILLs

- 1) From time to time a library will request a title through ILL that was filled via OCLC by Mid-Hudson, and for whatever reason this title will become overdue. It is the prerogative of the owning/loaning library to determine if a renewal is allowed (many academic institutions do not allow renewals of ILLs); all Mid-Hudson ILL staff can do is make the renewal request. The owning/loaning library can then determine whether or not it wants to continue to loan to Mid-Hudson and its members while this overdue item is still outstanding.
- 2) If the owning/loaning library decides NOT to loan to Mid-Hudson and its member libraries, then it will no longer honor requests made by Mid-Hudson ILL on behalf of any member library. This is called being "locked out" of OCLC. If a library is told it is "locked out" of OCLC, this means that until the overdue situation is remedied (either through return of the overdue item or paying for the item if it is lost) no requests can be made on OCLC for that library. Requests can be made via SEAL but not via OCLC.
- 3) Libraries receive OCLC ILL overdue notices from the Mid-Hudson Library System ILL Department. These notices consist of a photocopy of the original ALA request form with a note about the item being overdue now. When a library

receives such a notice it should attempt to recover the item from the patron and contact the Mid-Hudson ILL Department and see if a renewal is possible. Any questions about OCLC ILLs or any other ILLs can be directed to the Mid-Hudson ILL Department.

C) Processing ALA form ILL requests for agencies outside of the MHLS or SEAL membership

- 1) If you receive an ALA request form from a library outside of the MHLS or Seal Membership you can either ship the item at your 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.

v) **Acquisitions / Collection Development**

A) Copies to Holds recommended purchasing

- 1) Libraries should own 1 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 (widescreen or full screen)

B) Order Records

- 1) Members should 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.
- 2) Order records will be removed and holds deleted if the order date is more than one year old.

vi) **Data Entry**

A) Circulation of Multi-part items (books-on-tape, videos, etc.)

- 1) Use one barcode only for items that contain multiple parts (books-on-tape, videos, books-and-tape kit sets, etc.).
- 2) Owning library must indicate the number of parts in the item in message or with a label by the barcode, such as "check for 6 tapes" or "check for 1 book and 1 tape."

B) Guidelines for multi-volume records

- 1) Items that come in seasons must stay together.
- 2) Motion pictures with separate original release dates and separate titles can have separate bib records. Exception: If it comes as a boxed set, you have 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.

C) Inaccuracies in the catalog

- 1) Should be reported to MHLS Cataloging & Database Maintenance Department by e-mail, fax or phone.

D) Wording for Items that are No-Holds

- 1) For Items that will not be available for holds call number should read "Local Copy – no holds"

E) Barcode Placement

- 1) Barcodes may not be placed over a title, and must be in a visible place (i.e. not underneath the item)

VII) OCIRC**A) Offline Circulation Client Software**

- 1) All libraries must have an up-to-date copy of the offline circulation client installed.
- 2)** To prevent complications, it should be used for only for offline checkout (not check-in or patron entry).

VIII) Printing Notices**A) Title level pages and item level pages**

- 1) should be printed and filled at least once daily.

B) Holds pick up notices

- 1) should be printed daily.

C) Overdue and Billed

- 1) notices should be printed at least once a week.

D) Collection Agency Notices

- 1) Libraries interested in sending accounts to collection need to create their own notice to send to patrons, to warn them before collection. *Note that any patron in the system could get a collection notice from one of the few libraries that would initiate this.*

IX) Management & Reports**A) Updating Passwords**

- 1) Millennium passwords need to be changed regularly, at least every six months and always when you have had a staff member leave your employment.

B) Create Lists

- 1) Clearing Out Review Files
 - (a) All review files should be cleared out when finished.
 - (b) Any review files 30 days or older will be deleted.

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