

MAAC Minutes – August 13, 2010

Members Present:

Adrienne Detwiler	MCO MOBIUS Consortium Office
Scott Peterson	MCO MOBIUS Consortium Office
Kimberly Linkous	Archway St. Louis Community College - Florissant (alternate)
Melissa Martin	Arthur William Woods (alternate)
Cindy Schoolcraft	Arthur Westminster College
Steve Jamieson	Bridges Covenant Theological Seminary
Jason Bruenderman	Galahad Southeast Missouri State University
Valerie Darst	LANCE Moberly Area Community College
Terri Hall	MERLIN University of Missouri Health Library (alternate)
Mary Anderson	MERLIN University of Missouri - Kansas City - Miller Nichols
Michael Washburn	MRRL Missouri River Regional Library
Karen Gelber	MRRL Missouri River Regional Library
Alice Ruleman	Quest University of Central Missouri (alternate)
Joanne Vogel	SLU Saint Louis University –Law Library
Rhonda Brown	SGCL Springfield Greene County Library
Joshua Lambert	SWAN Missouri State University - Meyer
Pat Danner	Towers Conception Abbey
Stephanie Atkins	WashU Washington University (Olin)
John Oyler	WILO Saint Paul School of Theology

Members Absent:

Linda Wheeler	Quest State Fair Community College
Matt Weir	Bridges Webster University / Eden Theological Seminary

- 1) Call to order and introductions – Stephanie Atkins (chair).
- 2) Approval of minutes—January 26, 2010

Moved by Mary Anderson, seconded by Jason Bruenderman. Minutes approved.

- 3) Expectations of MAAC chair, members and alternates
Chair: responsible for setting meeting agenda, making sure the minutes are taken and sent out on a timely basis, reporting actions of the committee to the Executive Board and bringing back information to the committee from the Board.
Members: Our primary form of contact is by email as we usually only meet face-to-face once a year. Fall and Spring meetings are usually online. Committee members need to respond to email postings within a reasonable amount of time. Scott tries to respond to emails the same day. If he is unable to respond quickly, we may contact the Help Desk for assistance. Each cluster *representative* is responsible for relating information to their cluster mates for input on a timely basis. *Alternates* may attend all meetings (and are encouraged to do so) whether the representative attends or not. They should attend if the representative cannot.
- 4) Lender of Last Resort

History: Lender of last resort has been in practice for nine to ten years. It reflects the ILL *non-returnables* borrowing compared to lending which have a ratio of over 2.5. Below is the revised list. Request may be made from libraries on the list but they should be at the end of your lender string. Please make sure you forward the list to your ILL people.

- a) Current List
 - i) Southeast Missouri State - 3.8 (Galahad)
 - ii) Truman State University - 5.6 (LANCE)
 - iii) William Woods University - 7.8 (Arthur)
- b) Eligible for Lenders of Last Resort but choose to NOT be on the list
 - i) MCC-Maple Woods - 5.3 (WILO)
 - ii) MCC-Longview - 4.2 (WILO)
 - iii) Southwest Baptist University - 2.7 (Swan)
 - iv) University of Missouri-Columbia - 2.6 (MERLIN)
- 5) Cluster reports

- a) **Archway**
 - St. Louis Community College hosted Archway training for new Millennium Release (2000b) at Forest Park CC on Wed. Aug. 11 with Christopher Gould from MCO. Archway is scheduled to have server upgraded Aug. 23
 - STLCC has purchased the CIRCA Inventory software, but it has not been installed yet
 - We have a plethora of bags at STLCC that we would like to get rid of if anyone wants them. We have had problems with some of the canvas bags; canvas is durable, but all 3 water damaged books we've had have been in canvas bags; we prefer the nylon.

- Florissant Valley CC has a new director - John Furlong

- St. Charles has an opening for a reference librarian
- Jefferson College at Arnold has an opening for a PT adjunct librarian
- East Central - no reports
- STLCOP - no reports

b) Arthur

- They have purchased the CIRCA inventory program.

c) Bridges

- Covenant Theological Seminary has a new Circulation Coordinator, Christopher Goodman who came from Washington University.
- Eden / Webster – Eden sold their library building and collection to Webster. Webster will be incorporating much of the collection into their current collection. Parts of it will be maintained other places.

d) Galahad

- SEMO has a new interim Library Director, Cathy Roeder.

e) LANCE

- The new Millennium training is scheduled for Aug. 18 and will go live in September.

f) MERLIN

- UMSL has a new Head of Access Services, Paul Sharpe.
- MERLIN, SLU and WashU use tubs to send MOBIUS items back and forth to each other. We are placing orange tape on these tubs to more easily identify them. If you get books in such a tub, please send it back to a MERLIN Library.
- UMKC has implemented AirPac, Innovative's catalog for mobile library users. UMKC's ASRS (AKA The Robot) now has 185,000 items loaded. MOBIUS patrons will continue to be able to request circulating monographs stored in the Robot just as they normally request MOBIUS books. Here is a link to the Kansas City Star video of the UMKC Libraries' Robot.

http://videos.kansascity.com/vmix_hosted_apps/p/media?id=14850637

g) Missouri River Regional Library

- Our Director, Bill Rodgers, has resigned. His last day is August 20th. He took a position as Director of Technology at Hennepin County Library in Minnesota. The Interim director has not yet been announced.
- We've been on Release 2009B since late June and everything has been going smoothly.

h) Quest

- University of Central Missouri - After working on these projects for several years, the UCM library finally had Einstein Brothers Bagels open in May 2010 and the Student Success Center will be open for business when classes begin on the third floor of the library.

- State Fair Community College has a new director. Robin Hargrave started part-time in January as she completed responsibilities at another job. She become full-time early in the summer.

i) SLU

- Shuqin Jiao, alternate on the committee this year, said Pius XII Library completed the backshifting project and is considering purchasing CIRCA for an inventory project next year
- At the Medical Center Library, Amanda Bucher replaced Trish Svendsen as Access Services Coordinator. Trish represented SLU on MAAC last year.
- Law Library has a new director, Joseph A. Custer, Assistant Professor of Law. Joe came from the University of Kansas (KU) Wheat Law Library. Alaina Culbertson joined the Access Services staff last academic year.
- SLU Libraries expanded their CONTENTdm license level to unlimited and are expanding their digital collections.
- The Locust Street Library Facility (offsite storage) was named Searls Hall in honor of Eileen Searls, longtime Director of the Law Library and Professor of Law. All 3 libraries provide staffing. Requestable items can circulate through MOBIUS and articles are requestable via Interlibrary Loan

j) Springfield-Greene County Library

- Recently upgraded the server. There were a few glitches on holds but they have been worked out.

k) SWAN

- Both Baptist Bible College and Forest Institute are without directors. Drury just had a new director start. The new director should be able to comment on the Lost Book Policy and then the conversation about it can move forward.
- The MSU Music Library has moved into the Duane G. Meyer Library building from another building on campus.

l) Towers

- Dr. Leslie Galbreath is the new Director of Academic/Library Services at Northwest Missouri State University.
- Missouri Western State University Library continues their clean up, after a shelving unit on the top floor fell and knocked over other units of bound periodicals.

m) Washington University in St. Louis

- They have a new ILL /Reserve person, Deb Ehrstein.

n) WILO – No reports

o) MCO

- They are working on the Millennium upgrades
- MOBIUS now has non-profit status.
- The web address will be changing.
- They are using Skype for their phones and have a new number.
- Request tracker is now web based

- They are looking for new office space.

6) Old business

- a) Direct borrowing of thesis/dissertations and serials (almanacs, proceedings, bulletins, etc.)

Because of the itypes assigned to serials and dissertations at UMKC, students from other Merlin cluster schools are unable to check out some of these items. They are requesting permission to add itypes for theses/dissertations and serials to fix this problem. Archway has already added similar itypes. The Merlin cluster has approved this change.

The motion was moved by Rhonda Brown, seconded by Valerie Darst and approved by the MAAC committee. Stephanie will now take the proposal to the Executive Board.

- b) Circulation FAQ/Best Practices Subcommittee report [combined with New Business: Revising and updating policies and procedures]

MAAC began revising all procedures in 2006-07. Last year, the procedures were all reformatted according to the Board's recommendations. The initial best practices were derived from the SWAN manual. Procedures represent best practices for activities but we are not required to follow them. Many schools keep a manual at the Circulation desk as a handy reference guide.

*Recommendations from Matt Weir, Chair of the Best Practices Committee.
(Circulation Best Practices Manual is designated CBPM below):*

Expired Hold Procedures: Replace all of #2 in the Content of the Procedure with the directions for Returning Unwanted MOBIUS items which appears on page 10 of the CBPM.

Many of these need to be updated from the character based procedures.

Millennium Offline Circulation Procedure: No advice

- Edit for accuracy to match current content.

Paging Procedure: Replace the entire Content of the Procedure with the process which appears on pages 7-9 of the CBPM.

Processing MOBIUS books for local patrons: Replace the entire content of the procedure with the Receiving Books Delivered By Courier process which appears on page 9 of the CBPM.

Processing MOBIUS INN-Reach Reports: Just make the link to your very detailed instructions in the FAQ section of the MCO website work.

Processing Problem Books Received from Other Libraries: Replace the entire content of the procedure with the Receiving Books Delivered By Courier process which appears on page 9 of the CBPM.

Returning MOBIUS books to the Lending Library: Replace the entire content of the procedure with the procedures which appear on page 10 of the CBPM.

Damaged by Courier Claim procedures (added by Scott)

- Scott will update this policy and submit it to MAAC.

Discussion:

What changes need to be approved by the Board on the procedures? Do they need/want to know about all changes? That seems like micromanaging. Valerie has served on the board in the past and she felt it was more a matter of communicating changes rather than the Board needing to approve everything. Some changes are minor, others will have more impact.

Should the procedures be in a PDF document as well as a word document? If they are maintained in two formats, that makes it more difficult to keep them both updated. The MCO website currently has a website with the links for the procedures. These could be linked to the pertinent sections in the PDF document. A Word version that can be customized by each library would also be very helpful.

When changes are made, the date should be noted on the documents.

Summary:

- 1) The website will maintain links to specific parts of the documents.
- 2) Scott will update the damaged by courier document.
- 3) Stephanie and Scott will correspond about maintaining a official PDF document and a Word document which can be customized by the individual institutions
- 4) Work on off line policies
- 5) Scott will check with the board to see what they need.
- 6) The committee will revise the document and bring it back to MAAC.

7. New business

- a) Mobius Book Policy clarification – bill on 45 days overdue
After researching for the correct number of days for billing, it was concluded that the website information is in error and will be changed to reflect the correct 45 days for billing.
- b) 1st Choice contract for FY12
MCO's new non-profit status now gives us more flexibility as we do not need to go through the University of Missouri's procurement. The clusters were polled for their opinions and experiences with First Choice. Most schools have not had any serious problems with them.

Problems in April– There were some problems with bags being lost in several clusters during this month

Arthur – Stated they had a problem with the four month time period to make claims on lost books but they were misinformed by whoever they talked to at First Choice. We have 6 months to make claims.

SGCL – They have a lot of driver turnover resulting in couriers showing up at the library with no idea of the volume they will be transporting. They would come in their small cars.

KCMLIN – This Kansas City group includes some of the problem areas. They contract out some of the routes to other couriers.

Towers – Some have very inconsistent delivery times – it can be just about any time of the day. Two issues may be involved. 1) The remote area and long route, and 2) They also deliver to a store which may get priority.

Considerations:

- What other couriers can handle the MOBIUS volume?
- What couriers will work with KCMLIN?
- Someone had heard that Lanter may be merging with First Choice which eliminates them as an option.
- Changing courier will be a major change for everyone.
- Will we be able to renegotiate the price with First Choice? (Per Scott - yes)
- Could we include specific restrictions or requirements in the contract?
Example – something to help Towers have a more consistent delivery time. (Per Scott – yes)

Another issue discussed was the tracking system First Choice talked about implementing. The system they have works well for Home Depot but not libraries. Having drivers scan each book slows down the deliveries and the scanners are expensive. The scanning system was a value added and not something we were paying for.

For the Board: Make recommendations regarding costs and Towers concerns. Find out if they have a tracking system that could be implemented.

a. Miscellaneous

1) INNReach items- How many are allowed?

General limits:

10 - undergraduate

20 - faculty

30 – other, used by only a few libraries

Springfield Greene has found that 20 items is not enough for their serious researchers yet they have other patrons that they do not trust with any more for fear of being liable for the items. Someone suggested they use a different patron type for the patrons that they would like to extend the limits for.

2) Holding transcripts

Do you hold transcripts if patrons owe books or fines? Most schools do although a few do not. At UMKC, they have worked with their registrar to be able to put the holds on themselves.

3) Reconciliation

There is still some confusion and discrepancy in how various member libraries are handling reconciliation of lost books. MAAC confirmed that we should follow the ALA

Interlibrary Loan Code: "The requesting library is responsible for borrowed material from the time it leaves the supplying library until it has been returned to and received by the supplying library. This includes all material shipped directly to and/or returned by the user. If damage or loss occurs, the requesting library is responsible for compensation replacement, in accordance with the preference of the supplying library"

If a book is sent back to the owning library but does not arrive (and you can document this), contact First Choice for reimbursement within 6 months from the billing date. Check with the Lending Library to see what they will charge for the item. If you are beyond of the 6 month claim time and have not contacted the courier, the borrowing library needs to pay for or replace the item.

If the Lending library confirms they have actually received the material but the item is not clearing off the list, it is a broken link and you need to contact MCO.

- c) **Next Meeting:**
Stephanie will check on dates for the fall and spring online meetings and the face-to-face meeting next July so that we can get them on our calendars.