

Present:

Eric Deatherage	Crowder College
Katherine Dixon	Forest Institute of Professional Psychology
Melissa Forsythe, Secretary	Missouri Southern State University
Jon Jones	Baptist Bible College
Joshua Lambert, Chair	Missouri State University
Rick Oliver	Assemblies of God Theological Seminary
Tracy Sullivan	Drury University
Dwayne Swigert	Missouri State University
Todd Wilkinson	Ozark Technical College
Eric Deatherage	Crowder College
Katherine Dixon	Forest Institute of Professional Psychology

Absent:

Amber Carr	Missouri Southern State University	
Barbi Dickensheet	Drury	
Debbie Garten	Cottey College	
Shirley Moentnish	Missouri State University	
Donna Young	Southwest Baptist University	

1. Call to order and introduction
2. Approval of minutes
3. Information Items
 - a. Melissa asked to be replaced as the secretary.
 - i. Tracy suggested having the host library also take the meeting minutes.
 - ii. Jon agreed to become secretary after this meeting.
 - b. Todd shared information from the July MACC meeting:
 - i. Any MOBIUS shipping issues (delays, band colors, missed shipments) need to be emailed to Todd, who will then relay that information to Scott Peterson.
 - ii. The issue of patron notes and privacy violations was voted on and found not to be a violation of FERPA.
 - iii. MACC is trying to create a "cheat sheet" of how each library decides how to deal with replacement cost and replacement copies of MOBIUS items. Todd asked that each library let him know what their policy was.

1. Joshua thought this would be too hard to do, since those present tend to deal with replacement costs and copies on a per item basis.
 - iv. Extending the date to settle MOBIUS debts from six months to one year was discussed.
 1. Tracy said it used to be 1½ years. Joshua participated in the Lost Book Policy with MACC and thought it was decided that six months was not a hard limit. He will look back at old minutes.
 - v. Loaning AVC materials in the future via MOBIUS was discussed.
 1. Tracy said Drury does not lend AVC material, but will allow a MOBIUS patron to watch a video there.
 2. Todd said OTC would not ship, but would allow a check out.
 3. Eric said that DVDs may be needed by instructors and since Crowder has a 3 day check out, it would be a problem to lend an item that could spend a week on a hold shelf, and then be checked out for 3 weeks. Additionally, there may be copyright issues and he questioned whether licensing would be extended to other institutions.
 4. Melissa shared that MSSU only allows a one week check out on DVDs and AV material. The three week check out would be a problem, and Melissa asked if there would be a different lending period for these items.
 5. Joshua said he didn't think remapping would be a big deal, and that MSU didn't currently lend AV material, but may be ok with lending non-educational items.
 6. Tracy pointed out that professors may need material available and since some of their materials are in sets, this, too, could present a problem. Additionally, proving who damaged a scratched DVD would be difficult.
 - vi. A “%” on an item's status shows up as “MOBIUS Returned” in MOBIUS, but as “Not Requestable” in some clusters' catalogs. No one present seemed to be affected.
 - vii. MACC meets again in February. The chair this year is Alice Ruleman from UCM.
4. Unfinished Business
 - a. No report from the Circulation Manual Committee. The group will meet in the Spring.
 5. New Business
 - a. MSSU has occasionally found that MOBIUS patrons have been able to request DVDs from the MSSU Main Collection. The MCO help desk said that itype 14 (DVD) could be added to the loan table, but that it had to be a cluster decision.
 - i. Tracy mentioned suppressing records.
 1. Jon felt that it prevents outside patrons from knowing what a library carries, and therefore they may not come in to use them
 - ii. Melissa shared that MSSU DVDs were stored in Lockey Fancy cases.
 - iii. Eric asked if this would take away a slot in the loan table.

1. Melissa called Lydia Welhan, who believed it would just be inserted and would not take any slots away. Lydia also said she would not push this if there were any objections.
- iv. Joshua claimed there were no intelligent objections, and Lydia will present the idea to the coordinators.
- b. Todd brought up the issue of requested MOBIUS items not being sent.
 - i. Katherine said she wasn't sure what to do with Requested Too Long reports and explained how she sorts through them both by patron and by home library.
 - ii. Eric said that he has patrons who have requested items from larger libraries who have waited three months and never received a book (the public display of the book would show "due date + 1 hold"). What appears to be happening is that the library in question is allowing bib level holds – sometimes hundreds of bib level holds – on an item, and they are not cancelling holds placed through MOBIUS. He said in one instance, the Crowder library ended up buying a copy of a book since the patron hold was never filled.
 - iii. Joshua wondered what would fix this problem, and questioned whether or not the system could differentiate between the number of holds on an item when it went to the first available book.
 - iv. Todd asked about being able to select a library from a list when requesting.
 - v. Katherine said that routing paths could be set up, and that they do it for FIPP/FIPP-STL.
 1. Eric felt that setting up something like this would exclude some libraries and was counter to our whole system.
 2. Joshua asked Katherine to send the information on routing paths to everyone.
- c. Joshua addressed the issue of SWAN patrons without IDs checking out material.
 - i. OTC has new ID cards.
 - ii. Joshua said unless they are an MSU student, that anyone checking out books at the MSU library must have their school ID.
 - iii. Jon said that BBC IDs do not have photos on them.
 - iv. Tracy asked what everyone else did about giving out due dates over the phone.
 1. Melissa said that she offers due dates, but not the titles of the items on the account, since that was a FERPA violation.
 2. Joshua and Dwayne said that they ask for verifying information before giving out titles on the phone.
- d. Jon asked about each library's cell phone use policy. Currently, BBC asks students to turn their phones to silent and only use them in the lobby or outside. They are considering expanding their policy.
 - i. Melissa shared MSSU's current policy. The 3rd floor is cell phone free, but it isn't observed well by students. Typically, staff intervenes when it becomes a nuisance.
 - ii. Crowder does not allow cell phones.
 - iii. Todd said they are a "pass through" library, so students frequently walk through talking on their phones. Melissa agreed that the MSSU library was

- very similar. Todd also shared that there is a new study area on campus outside of the library.
- iv. Joshua said that the signage in the MSU library disappears and that additional quiet areas may be made.
 - e. Eric brought up MOBIUS loaning issues. He said that their driver is late every day. He felt that the time that items were in-transit has increased – sometimes to several weeks, there have been misdelivered bags, and an entire shipment was water-damaged.
 - i. Katherine said that FIPPSTL is supposed to receive books 1 day after they leave FIPP. Since that was not happening, she sent complaints reports everyday it occurred. Delivery improved for about a month.
 - ii. Other present members expressed varying degrees of issues with timely shipping and misdelivered material.
 - iii. Eric also shared that students have not been receiving emails for dropped items.
 - iv. OTC continues to have an issue with overdues not billing about 28/45 days.
 - v. Tracy felt that the messages used for dropped holds do not fit well.
 - vi. Joshua encourages everyone to contact MOBIUS with notice issues. Our contribution may help.
 - f. Tracy asked about renewing overdue books.
 - i. Todd said that past 10 days overdue, they will not renew. Patrons have to bring back the material and wait 24 hours.
 - ii. Dwayne said that MSU will renew and add a fine. MSSU does the same.
 - iii. Eric asks to see the book and will not renew overdue items at the end of the semester.
 - iv. BBC and MSSU allow an extra renewal to help students have extra time to find an item.
 - v. Eric expressed frustration with patrons placing holds on their library's own material.
 - 1. Dwayne said that MSU cancels all in-house holds.
 - 2. Drury only cancels on-campus students' holds. Additionally, patrons cannot request a book from the Drury library if they are in the library at the time.
 - g. Joshua asked if anyone was using auto notices.
 - i. Jon was the only person present who does auto notices. Everyone else liked to see them before sending them.
 - ii. Joshua shared an issue that had come up. When automatic notices are set up, they are set up by location code, not agency. MSU assumed agency and auto notices were not being sent to patrons who checked out items from certain locations. If anyone else is using auto notices, make sure they are setup based on location code.
 - h. Jon asked for MOBIUS conference suggestions. He is the SWAN representative, and any suggestions can be sent to him. He is on the door prize committee.
 - i. Tracy asked if any library were planning on lending e-readers. SGCL is currently lending e-books, but not readers.
 - i. Katherine pointed out that students would place notes on borrowed e-books, and then lose the information once the lending period was up.
 - ii. Joshua recommended talking to Cynthia Dudenhoffer at Central Methodist

- j. Jon let everyone know that the switch to Sierra looks like it's going to happen. It was highly approved of at the MACC meeting.
 - i. Joshua thought that the changes would impact staff more than students. There wouldn't be many improvements on their end.
 - k. Joshua shared that SGCL has become a full MOBIUS members. The State Library has decided to pay for another system to run parallel to MOBIUS for public libraries (such as Evergreen). Ultimately, there may be a union catalog for all Missouri libraries.
 - l. Katherine disclosed that she has accepted another position at FIPP and this would be her last meeting.
 - m. Cottey was selected as the next meeting location.
6. Adjourn Meeting