The September 26, 2002 meeting of the SWAN Circulation Committee was held at 9:30 AM on the campus of Ozarks Technical Community College. The following members were in attendance:

Esther Siler—SMSU Meyer
Shirley Moentnish—SMSU Meyer
Corky McCormack—OTC
Larisa Hart—OTC
Donna Young—Southwest Baptist University
James Capeci—Missouri Southern State College
Tracy Sullivan—Drury University
Becky Kiel—Cottey College
Matt Simpson—Crowder College
Sophia Skinner—SMSU West Plains
Evelyn Vetter—SMSU West Plains
Jeffrey Lawson—SMSU Meyer

Esther began the meeting by stating the agenda as set out in her e-mail of Sept. 13, 2002:

Topic 1. Election of new chair?
The committee agreed to keep Esther and Tracy as co-chairs of the committee. Corky wished to remain on the committee's e-mail list.

Topic 2. Fine and other policies
The question was raised as to whether we want to take committee time to draft policies or divide tasks among members, or whether Esther and Donna were going to do this. Esther and Donna have not had a chance to get together to begin drafts. Tracy suggested that we discuss the topic here.

There was much discussion concerning SWAN/MOBIUS fees/charges. The committee wishes to not use the word "fine" concerning these matters. The committee will use "Billing Fee," "Processing Fee," and "Replacement Charges." It was restated that the Billing Fee is $20 and the Replacement Fee is $100. Fees are negotiable among members of the SWAN cluster before they reach the reconciliation level. It was suggested that this negotiation not be advertised on the MCO website. Donna asked if there were two levels of policy—public and committee. Tracy added that the negotiations will take place between institutions and not between patron and institution.

Some members were confused as to the $20 Billing Fee. The committee attempted to clarify the situation and came to the following conclusions. The loaning library is responsible for collecting the Billing Fee. The MOBIUS block can be used as an incentive. For example: SMSU can encumber patrons that owe other libraries. Their charges stay on the record until lending library receives the check, they take off charges and/or MOBIUS block, and SMSU removes the patron's encumbrance once it is notified of receipt of fees. Committee members were encouraged to be consistent in their methods of placing/removing blocks and collection of fees. The committee agreed to

honor other institutions' MOBIUS blocks. If a patron has a MOBIUS block on his account, the committee agreed that the libraries should check out in-house items only until the block is removed. This is seen as a mechanism to get the books back. Libraries do not reimburse the $20 Billing Fee. Becky suggested that having this available as a written policy will help the various institutions in dealing with their business offices. Tracy suggested that agreements between individual libraries do not have to be posted. It is the responsibility of the lending library to remove the M-block once monies are received. Please put a note on the patron record when putting on a block. If there are multiple notes (several libraries putting on a block), do not remove the block. A test case was presented:

SBU puts a block on an SMSU patron that still has SBU's book. SMSU sees/ is notified of the block, and places an encumbrance on that SMSU patron. The book is returned, and the patron writes SBU a check for $20 which is collected by SMSU, which sends SBU the check with a print of the patron record. SMSU e-mails or calls SBU with this information. When SBU receives the check, they clear the fee, remove the block (if no other institutions are owed), and contacts SMSU, who removes the patron's encumbrance.

A MOBIUS block has top priority in the note field. The note tells who and why a block is put on. Please put initials and date in the note. It is preferable to use the "note" field as opposed to a "message" which in III can be purged. Notes are protected. The fine records were purged because of storage/memory problems—a situation which will be discussed at a later date. Everyone agrees that no one can forgive (waive, take, etc.) someone else's fines. Ex. Drury cannot forgive an SBU fine.

This discussion led to a discussion of MOBIUS blocks vs. Unpaid Bill Blocks. Each institution has its own late fee limit for its patrons. If a patron has a MOBIUS block they cannot request MOBIUS items or check out. If they have an Unpaid Bill Block, they can request, but will be refused checkout at their home library. It was stated that if a patron has a M-block, SMSU would refuse checkout, but SMSU would be uncomfortable refusing check-out to a patron who has a $2.00 fine to MSSC. Tracy stated that if a Drury student owes SMSU $150, she would refuse checkout to that patron. Donna stated that if an SMSU student owes SMSU $2.50, she would checkout to that patron. A test case was presented:

An SMSU student requests 3 books from Drury. He owes Crowder $5, enough for Crowder to place an Unpaid Bill Block on his record. Does SMSU check out those Drury books to its student? Corky stated that if there's any kind of block on a patron record the other institutions in the cluster should recognize it, adding that we should put notes on the record with the block. Libraries cannot put Unpaid Bill Blocks on other institutions' patrons. Please honor other institutions' Unpaid Bill Blocks by denying checkout except for in-house items only. Committee members were reminded that late fees are separate from replacement fees.

Topic 3. SWAN payment for lost items from this past year

The committee was reminded that Wendy has put lost book reconciliation on the website. As for reconciliation dates, various institutions have different budget years, so how they bill is different. It was stated that for SWAN, there's a "year to wait, year to pay." For MOBIUS, it's a "year and a half to wait, year to pay." Discussion of the MOBIUS $20 fee will be held at a later date. There was discussion of MOBIUS recall. The billings go out quicker if this is used, and members can report non-cooperating institutions. SBU has had books returned and SMSU members stated that this is working well for them. It was asked if a library could refuse to lend to a particular institution. This seemed to go against the spirit of the consortium, and suggested that the banned institution could retaliate. UM-Columbia in particular, it was stated, can be difficult to deal with and slow to fulfill requests.

The committee did get confirmation of one of the suggested enhancements. Matt was pleased to report that patrons are now forced to choose a pickup location, freeing Crowder from being the default location. It was reported that MU-Columbia has ceased tying their bags to tightly.

Those who had lists of who owes whom distributed them. SBU distributed their list, and SMSU had Drury's list. Tracy stated that if a library wanted to pay early, they could certainly do so.

There was discussion of other topics. It was suggested that the committee try to get back on a monthly schedule. If there were no pressing problems, the committee could work on the policies.

There was a problem with ID's. An SMSU student with no SSN number on his ID attempted to check out at SBU and was refused checkout. Donna stated that SBU does not pull up their patrons by name, they must have a number. SBU is looking for a solution to this problem. Esther stated that many SMSU ID's do not have a number on them, and requested that any libraries that could, please look up the name if it is acceptable. Drury will ask for a driver's license for reference. Becky asked that Cottey be included in discussion with SBU over identification policies and problems.

Donna volunteered to host the next SWAN committee meeting, tentatively scheduled for Thursday, October 24, 2002 (This was later changed to November 20, 2002). The meeting will begin earlier at 10:00 AM to accommodate those members who must drive in from distant libraries.