

MAAC Minutes
July 16, 2008

The MOBIUS Access Advisory Committee held their meeting on July 16th, 2008, at 10:00 a.m. in Room 224 of the MCO Offices. Gordon Johnston, committee chair, presided.

In attendance:

Mary Anderson (MERLIN); Michael Washburn (MRRL); Sue Reed (Arthur); Linda Medaris (Quest); Alice Ruleman (Quest); Scott Peterson (MCO); Gordon Johnston (Galahad); Sharon Upchurch (Lance); Stephanie Atkins (Wash U); Bonnie Sanguinet (Archway); Shuqin Jiao (SLU); Matt Wier (Bridges); Tony Garrett (MERLIN); Debbie Young (Galahad); Roe Gnuschke (Towers); Kay Sodowsky (WILO); Judy Rice (WILO)

Introductions: Each representative announced his/her name and campus/library.

Minutes for the April 18, 2008 Meeting were approved.

Cluster Reports:

SLU: Shuqin Jiao reported that their Cluster is now completely independent from MERLIN after running a dual system for two years.

Scott Peterson reported that the Release 2007 upgrades for the Clusters were going well.

Under old business, Scott reported on Request promotions and the InnReach level catalog one time login. There isn't a parallel feature offered or planned in III for the request promotions. Under Release 2007, it should be possible to log in only once when requesting books, although users will still not be able to send requests as batches. Scott will be testing this feature once the Inn-Reach server is upgraded.

Lost Book Policy

Cluster Representatives discussed how their cluster handled billing by email or mail.

Gordon referred to an e-mail from Julia Schneider, Towers Cluster, concerning the text in the second overdue asking patrons to return items within 10 days.

Second Overdue (30 days after due date)

Original:

The item(s) on this notice are overdue. If item(s) are not returned within 10 days you will be billed a \$100 lost item fee plus a \$20 processing fee for each item and your borrowing privileges will be suspended.

The policy as originally written reflected the fact that many libraries sent notices by mail rather than email. Asking patrons to return items within 10 days gave them a grace period in case it took a couple of days for the notice to get to them.

The MAAC Committee revised the policy to now read:

Revised: (July 16, 2008)

The item(s) on this notice are overdue. If item(s) are not returned within 15 days of the date on this notice, you will be billed a \$100 lost item fee plus a \$20 processing fee for each item and your borrowing privileges will be suspended.

Scott Peterson will check to see who will be responsible for making this change on the notices.

Bag Count

Scott Peterson reported that the annual bag count was completed successfully with good cooperation from the Clusters.

Next year's bag count will include taking inventory of the different generations of bags that have been put into circulation giving MCO an idea how long the bags stay in use.

Quarterly Delivery Update

Scott Peterson proposed a new document that he has developed, a Quarterly Delivery Update, which he would post to the Delivery List and also have on the MCO website. Bonnie Sanguinet made a motion to approve the update document. Matt Wier seconded the motion.

Committee members approved the Quarterly update.

Delivery tab of the MCO website

Discussion was held about what should be under the Delivery Tab of the website. Bonnie explained about password protection.

The committee approved changes on the Web pages.

Scott will send out notices about the changes. He will also check with Beth Fisher about MAAC sub-committee when roll-out is done on delivery.

Label Maker Issues

Scott talked about current problems with labels. Because KCMLIN has a different label format, Scott will be sending out an update about the resizing. The "To" portion of the label will be resized back to the original 11 point font size, and the "From" portion of the label will be reduced to a 9 point font size.

Damaged by Courier Claim Procedure

Replacement cost per item was set at \$120 and maximum \$500 per bag. Libraries sending expensive items exceeding the maximum amount may want to use another type of delivery.

Delivery Problem Report Form was discussed. In the long-term the form will need to be revisited.

After revisions were made to the policy, a motion was made by Tony Garrett to accept the revised policy and seconded by Bonnie Sanguinet. Committee members approved the Damaged by Courier Claim Procedure as follows:

Revised by the MOBIUS Access Advisory Committee, 16 June 2008.

Follow the appropriate procedure below when you receive items damaged by the courier.

- I. If receiving library is owning library:
 - A. Owning library reports damage via the Delivery Problem Report Form on the MCO website.
 - B. Owning library sends damaged material and container it came in to the MAAC Liaison.
- II. If receiving library is borrowing library or item is pickup anywhere:
 - A. Receiving library immediately contacts the owning library and reports the incident.
 - B. Receiving library returns the damaged material and container to the owning library's contact person.
 - C. Owning library reports damage via the Delivery Problem Report Form on the MCO website.
 - D. Owning library sends damaged material and container to the MAAC liaison.
- III. Procedures above must be complete within 15 days.
- IV. 1st Choice is financially liable for up to \$120 per item, with a maximum liability of \$500 per container.

Cluster INN-Reach circulation contact

The Clusters 1st Contact List needs to be updated. It was proposed and approved by committee members that the contact list would include MAAC representatives. Questions concerning billing or cluster information should be directed to names on this list. Reminders can be sent out as to the location of the list under Policies.

Circulation FAQ

MCO office is planning to incorporate a knowledge base and a series of FAQs to help users. The MAAC committee will be creating an FAQ about circulation and reserves for the website. It was discussed whether a sub-committee should be established for this project.

1st Choice Tracking System Best Practices

Scott Peterson presented possible long-term projects. A label maker used by another consortium was shown as an example of how the label maker could be refined using labels that are made as PDF files. (In this example the label maker was produced by the consortium's courier.) Another was having barcodes print on the labels made with the label maker; these could be used in tracking bags from pickup until delivery.

Lenders of last resort

Lending-Borrowing ratio viewed on statistics.

MU – Columbia; MU-Law; MU-Health Sciences; Logan College of Chiropractic

Libraries who will be asked if they want to be on list:

Southwest Baptist; MST; SWAN libraries

Folders – Update pages

Gordon asked if cluster representatives had received a folder at the conference or by Courier. Pages should be replaced and added as needed.

Appointment of New Chair of MAAC

Sharon Upchurch (Lance) was designated to be the new chairperson of the MAAC committee.

MAAC Thank you to Gordon Johnston

Members of MAAC thanked Gordon for serving as Chair.

Next Meeting: Tuesday, Nov. 18th, 2008

Meeting adjourned at 11:50.

Minutes submitted by Rodema Gnuschke (Towers)

