MOBIUS Council
MAAC Report
June 7, 2005

1. The committee ratified a document that outlines the claims procedure that needs to be followed when materials are damaged or lost by Lanter. This document can be read on the MCO website under MAAC. With regard to this discussion, one key sticking point for libraries is the $100/bag claim limit that Lanter places on damaged or lost materials. One bag may contain multiple books that are worth much more than $100. A MAAC rep is doing a follow up with MCO to see if any resolution to this can be discussed during upcoming contract negotiations with Lanter.
2. MAAC changed the delivery bag inventory from August to May to alleviate lack of participation because of summer staffing issues. The inventory was conducted on May 17th in coordination with the KCMLIN Get Connected Network. The following clusters had 100% of their libraries reporting: Quest, Merlin, Galahad, Archway, Lance, and WashU.

| | May-05 |
|---|---|
| Total | 3289 |
| | |
| New | 134 |
| Damaged | 118 |
| Get Connected | 9 |
| Grand Total | 3550 |
| | |
| Unaccounted | 1765 |

3. A new model for management of consortium holds is being tested by Springfield Greene County. Holds will be done at the bibliographic level with the exception of materials that have volume information and those materials that staffs have specifically placed an item level hold on an item. The rep from Springfield Greene County will report on this for MAAC at our August meeting.
4. The lender of last resort list is a list of libraries that have a loaned to borrowed ratio of 2.5:1 for non-returnables. If a library is on this list, MOBIUS libraries should not request articles from these libraries unless they are the only library with holdings. Lending statistics are examined at each meeting to determine changes in the list. The current lenders of last resort are Kirksville Osteopathic, Missouri Southern, University of Missouri-Columbia, and University of Missouri-Rolla, Southeast MO State
5. MAAC is trying to keep our libraries updated and educated on how to correctly process loans. Pick up anywhere has proven to be popular with patrons but more of a challenge for those who process the loans. MAAC put together a checklist of items for the reps to take back to their clusters to help keep the process moving along smoothly.

Damaged by Courier

Claim Procedures

1. Libraries receiving materials damaged in transit are responsible for contacting the owning library and immediately sending the damaged item and Lanter bag it came in to the owning library's contact person. If shipping item immediately would put the item at rish, contact the owning library to determine best way to proceed. If the receiving library is not the patron's home library, the patron's home library is also notified.
2. The owning library is to follow all courier instructions within 15 days in order to successfully receive payment for damaged items. The damaged item and bag must be returned to Lanter along with the paperwork.
3. Copies of all damage claim paperwork are to be provided to the MOBIUS office.
4. If Lanter refuses to pay or the Lanter payment does not cover the $120 MOBIUS replacement cost, the borrowing library is responsible for any remaining amounts not paid by a claim. The remaining amounts can be negotiated between the libraries involved.