

MAAC Minutes – July 20, 2011

Members Present:

Scott Peterson	MCO MOBIUS Consortium Office
Kimberly Linkous	Archway St. Louis Community College – Highland Park
Melissa Martin	Arthur William Woods University
Lisa Young	Bridges Lindenwood University
Corey Halaychik	Galahad Three Rivers Community College
Ethan Cordray	LANCE Linn State Technical College
Terri Hall	MERLIN University of Missouri (Health Library)
Dawn Mick	MERLIN University of Missouri of Science and Technology
Karen Gelber	MRRL Missouri River Regional Library
Alice Ruleman	Quest University of Central Missouri
Amanda Bucher for Shuqin Jiao	SLU Saint Louis University (Medical Center Library)
Todd Wilkinson	SWAN Ozarks Technical Community College
Rodema Gnuschke	Towers Missouri Western State University
Stephanie Atkins for Deb Ehrstein	WashU Washington University (Olin)
Patricia Eklund	WILO Metropolitan Community Colleges (Maple Woods)

Members Absent:

Rhonda Brown	SGCL Springfield Greene County Library
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- Call to order and introductions – Alice Ruleman (chair).
- Approval of minutes—February 23, 2011

Moved by Rodema Gnuschke (Towers), seconded by Corey Halaychik (Galahad). Minutes approved.

- Cluster reports
 - a) **Archway**
 - STLCC-Meramec's circulating collection is unavailable until about mid-August due to renovation work.

- East Central's library will be closed from July 21 – August 9 while they move back to their totally renovated building. All their materials have a non-requestable status beginning July 21st. They will begin fulfilling MOBIUS requests again starting August 10th.
 - Archway has redesigned its cluster catalog and have a new logo.
- b) Arthur**
- Arthur has been working on the redesign of the Arthur cluster catalog, including a new logo.
- c) Bridges**
- Bridges has also done a redesign of the cluster catalog.
 - Lindenwood's library received approval to purchase and implement an Innovative Interfaces software add-on, which will enable the library to send SMS alerts for overdue notices, courtesy notices, and pick up notices.
- d) Galahad**
- Galahad has completed a redesign of the cluster catalog and logo.
- e) LANCE**
- No report.
- f) MERLIN**
- No report.
- g) Missouri River Regional Library**
- MRRL has a new director, Helen Rigdon.
- h) Quest**
- University of Central Missouri
 - The Office of Sustainability has started a bike rental program. The library has a 2-week loan for the bikes.
 - UCM's central Information Technology unit has taken over the library's IT.
 - The Library has a new online repository. The campus no longer accepts print theses.
 - State Fair Community College – State Fair CC has selected *29 Gifts: How a Month of Giving Can Change Your Life* for the campus read program.
- i) SLU**
- The SLU Libraries have gone through some recent personnel changes and retirements.
 - The roof leaked at the SLU Medical Center Library. They now have a new circulation area.
- j) Springfield-Greene County Library**
- No report.
- k) SWAN**

- SWAN is working on a catalog redesign and new logo.

l) Towers

- The Missouri Western State University Library will have laptops available for checkout starting in the fall semester.
- Plans are being made for an open house in September.

m) Washington University in St. Louis

- No report.

n) WILO

- No report.

o) MCO

- MOBIUS moved into our new office last November, which gives the staff more space and a centralized location.
- There is a new position posted for a Consortial Services and Training Coordinator.
- MOBIUS recently brought the Poplar Bluff public library up on the Evergreen ILS.

- Information Items

- MOBIUS Access Advisory Group (MAAC) is responsible for setting policies related to circulation and delivery.
- MAAC meets three times a year and only one meeting per year is in-person. The remaining meetings are conducted online. A question was asked about what system MOBIUS uses, and Scott described GoToMeeting.
- A question was raised about discontinuing the practice of designating alternates. The group discussed the reasons and decided that they would like to bring the alternates back to MAAC.

- Lender of Last Resort

History: Lender of last resort reflects the ILL *non-returnables* borrowing compared to lending which have a ratio of over 2.5. Below is the revised list. Libraries may send requests to these Lenders of Last Resort (LLRs), but they should list the LLRs at the end of the lender string.

a) Current List of Lenders of Last Resort

- Southeast Missouri State - 3.8 (Galahad)
- University of Missouri-Columbia (MUU)– 5.2 (MERLIN)
- William Woods University - 7.8 (Arthur)

b) Eligible for Lenders of Last Resort but choose to NOT be on the list

- Conception Abbey (BTC) – 2.6 (Towers)
- Missouri Science & Technology (UMR) – 4.3 (MERLIN)
- Southwest Baptist University - 4.0 (Swan)
- Three Rivers Community College – 5.3 (Galahad)
- William Woods University – 5.7 (Arthur)

- c) Cluster representatives need to check with these libraries
 - Eden/Webster (ELW) – 2.8 (Bridges)
 - Logan College of Chiropractic (MU9) – 2.7 (Bridges)
 - St. Louis Community College (ZAD) – 3.0 (Archway)
 - Truman State University (MKN) – 5.0 (LANCE)
 - University of Missouri – Kansas City (UMK) – 3.5 (MERLIN)

- New Business
 - a) Shipping Issues: Missy Martin (Arthur) solicited her cluster for this meeting and got several comments about shipping problems. Not all libraries in the consortium are following procedures and she provided the group with a handout of examples.
 - Some libraries are not using the same codes on the green band, paging slips, and/or address labels. For instance, a library uses one code on the green band and another one on the labels. The inconsistencies are creating problems for libraries trying to fill or return books.
 - Some libraries do not have a date due place on their green bands.
 - Some of the codes are not logical. It is easier for libraries to pull labels if the codes and abbreviations made more sense.
 - Arthur also asked that libraries do not use the paging slip to attach the green band. Some libraries need it separate for their workflow procedures.
 - Arthur also requests that libraries to do not use thick fat cable ties. One library reported that they broke their scissors attempting to cut the cables. If your library uses the ties, it would help if the ties were not too tight.
 - The Arthur cluster suggests these recommendations:
 - (1) Each library have one code that appears on paging slips, address labels, and green labels.
 - (2) The code that the library uses is more intuitive or makes it easier to identify the appropriate label.
 - (3) Do away with the green bands and use removable labels. Some representatives have used removable labels before, and they do not leave any residue. The labels can also be used on cloth too.
 - (4) Use the print template function.
 - (5) To cut the cable ties, there is a specific tool that you can use.
 - (6) The lending library should not put the due date on the band.
 - Representatives were asked to talk to their cluster mates staff. The more consistent libraries are in processing books, the faster the process will be.
 - b) Updated procedure for processing INN-Reach reports.
 - As MOBIUS will no longer be producing INN-Reach reports for all the clusters and posting them on the website, Scott rewrote the procedure on processing the reports into a new document, “1-2 Processing MOBIUS Reports”. Libraries can follow the procedures in this new document to produce the reports.
 - MAAC reviewed the new document and approved it.
 - Scott briefly talked about the reports (e.g., Paged Too Long).
 - Scott will send it to Donna for review before posting the new document to the website.
 - c) Circ/ILL policies in regard to distance education.

- Jackie Burns was unable to make to the meeting today. We will discuss this in a future meeting. She had concerns about loan periods.
- d) Use of patron notes – privacy issues?
 - Lisa Young (Bridges) sent an email to the MAAC list inquiring about privacy issues surrounding the use of patron notes. A few incidents at Lindenwood University Library have prompted these questions:
 - (1) Do other libraries use the patron note field for fines, charges, and credits? Is this a privacy issue? Is it possible to "hide" the patron notes from libraries in my cluster? If the notes are hidden from libraries in my cluster, is it still a privacy issue if the students and staff of Lindenwood can see them?
 - (a) A few representatives indicated that they use patron notes for these purposes. The general consensus is that it was not a FERPA issue as patron information is password protected. Plus, it is made clear in training of staff and student employees not to share this information beyond the patron and staff. Some libraries require student employees sign confidentiality contracts.
 - (b) Some representatives do not endorse the practice of including book information in the notes field (e.g., title). Some felt like this was a violation of the patron's privacy.
 - (c) As long as all employees are trained about confidentiality rules and the patron information is password-protected, we are working in accordance to FERPA.
 - (2) Do other libraries send fines and billings to their campus business office? If so, how often? How do they track? Are the records available to all library staff?
 - (a) Some libraries send fines and bills to the Business Office, but the frequency varied. Some libraries use the patron notes to track, but others did not.
- e) Discussion the option to add a second cluster member to the MAAC listserv
 - Terri Hall (MERLIN) asked if it would be possible to add a second cluster member to the MAAC listserv. If two people are monitoring the email, it is less likely that emails will be missed due to people out for extended periods of time (vacations, illnesses, etc.).
 - The reason why MOBIUS ceased requiring alternates is that some smaller libraries were having difficulties finding two people willing to serve. Also, MOBIUS received complaints about keeping up with changes in alternates and maintaining the various lists. It was decided to have one person designated to consult and make decisions for the cluster.
 - The argument was made that MAAC, like other MOBIUS committees and groups, are open meetings. Plus, some alternates may later serve as the cluster representative. Serving as an alternate is a good way for people to familiarize themselves with MOBIUS and MAAC.
 - Even if designated alternates are reinstated, representatives are the only ones allowed to vote. The one exception is if cluster representative cannot make a meeting, and alternate attends on behalf of the representative. There should only be one vote per cluster. The alternates are not required to attend MAAC meetings.
 - The alternate issue will be discussed at the next Board meeting.

- f) Process for selecting new MAAC chair
 - In the past, the new MAAC chair was selected by rotating through the cluster. However, Alice Ruleman (Quest) described how this system did not work last year.
 - MAAC decided to ask for volunteers to serve as MAAC chair instead of using the rotation system of the past.
- g) Delivery issues
 - Towers reported bad delivery times, drivers transporting flowers along with MOBIUS deliveries in the same vehicle, and other problems. Scott Peterson talked about changes in the route and then delivery times. 1st Choice sent a list and will negotiate times.
 - Scott also mentioned missed deliveries in the St. Louis area. It was requested that 1st Choice give clusters a heads-up if they are changing/restructuring routes, etc. Scott will follow-up with 1st Choice.
- Next Meeting:
 - a) Alice Ruleman (Quest) will send a Doodle scheduling request for everyone to indicate the best date for the next meeting.
 - b) It was requested that MAAC selects the next meeting by the last meeting. Some cluster representatives need advance notice to request time to attend the meeting. Less than a month's notice can cause problems for some member libraries.
- Adjourn:
 - a) Moved by Todd Wilkinson (SWAN), seconded by Corey Halaychik (Galahad).