

MAAC Minutes, April 18, 2008

In attendance:

- Mary Anderson (MERLIN)
- Stephanie Atkins (Wash U)
- Marian Davis (QUEST)
- Jim Dutton (MCO)
- Tony Garret (MERLIN)
- Barbara Hufker (MERLIN)
- Shuqin Jiao (SLU)
- Gordon Johnston (Galahad)
- Joshua Lambert (SWAN)
- Melissa Martin (Arthur)
- John Oyler (WILO)
- Scott Peterson (MCO)
- Sandy Phillips (Towers)
- Bonnie Sanguinet (Archway)
- Sharon Upchurch (LANCE)
- Matt Wier (Bridges)

Minutes taken by Joshua Lambert (SWAN)

Call to order: Gordon Johnston

Introductions:

Everyone introduced themselves by name. Tony and Stephanie are new MAAC members.

Cluster updates:

- QUEST
 - State Fair Community College will be closing from May 12 through June 2 due to construction.
 - Alice Ruleman is the new Head of Access Services at the University of Central Missouri.
- MERLIN
 - UMKC will be adding on to the Miller Nichols Library. The new addition will house a robotic storage and retrieval system.
- Towers
 - The new MAAC representative from Towers will be Rodema Gnushke from Missouri Western State University.
 - The National Military Heritage Museum, a branch library of MWSU, will soon be open.
- SLU
 - A new off site storage facility is being planned.
 - Any MOBIUS record connecting to SLUP, SLUH, or SLUC is a broken link and can be cleared.
 - SLU still has 85 MOBIUS loans unresolved since the time of their move out of MERLIN. They are contacting institutions to reconcile in each of those 85 cases.
- Archway
 - St. Louis Community College passed their HLC accreditation.
- Bridges
 - Webster University recently passed their HLC accreditation also.

- Arthur
 - There have been some problems with wet bags so the Arthur directors are looking into the issue. Others emphasized that submitting online problem forms was important when this happened.

Lost book policy

The MOBIUS Council sent the MOBIUS Lost Book Policy (as approved on August 17, 2007) back to MAAC for clarification. Gordon thought the section needing clarification was the end of point 3. We revised it to say "Once the negotiations are complete the lending library is not obligated to issue a refund." The committee approved the change and Gordon will send the final version to Julia Schneider. The new version was further revised via email and is as follows:

MOBIUS Access Advisory Committee

MOBIUS LOST BOOK POLICY

Revised by the MOBIUS Access Advisory Committee, April 18, 2008

The policy outlined below is to be followed if a patron loses or fails to return a book borrowed from a MOBIUS library other than the patron's home library. The patron's home library is responsible for collecting any fees and reimbursing the lending library for lost or damaged materials in accordance with the ALA Interlibrary Loan Code which states, "The requesting library is responsible for borrowed material from the time it leaves the supplying library until it has been returned to and received by the supplying library. This includes all material shipped directly to and/or returned by the user. If damage or loss occurs, the requesting library is responsible for compensation or replacement, in accordance with the preference of the supplying library." Borrowing libraries agree to vigorously pursue getting materials back from their patrons.

1. The library will send 2 overdue notices and a bill for materials borrowed through the INNReach system which are not returned to the lending library. The first notice will be produced when the book is 5 days overdue and the second notice will be produced when the book is 30 days overdue. A bill will be produced when the book is 45 days overdue. 2. The lost book fee is \$100 plus a billing/processing fee of \$20. The billing fee can be waived by the borrowing library if the book is returned. If the book is not returned, the lost book fee and \$20 processing fee will go to the lending library.

3. Each member library is encouraged to resolve billed items at the lowest possible level as soon as practical, but not later than 6 months from the billing date. The borrowing library may contact the lending library to negotiate for a replacement or a lower lost book fee. It is at the discretion of the lending library whether they want to negotiate. Once the negotiations are complete the lending library is not obligated to issue a refund.

4. Borrowing libraries must manually block patrons who have been billed books are 45 days overdue) if this process is not automatic for their cluster. Manual blocking should be done monthly as part of the processing of the institutional overdues reports. Borrowing libraries may block patrons earlier if they so choose. A MOBIUS BLOCK code (m) will be used by all clusters.

5. This policy will be reviewed by the MOBIUS Access Advisory Committee as needed or as requested by the MOBIUS Executive Committee.

TEXT FOR NOTICES AND BILLS

First Overdue (5 days after due date)

The item(s) on this notice are overdue. Please return to your home library or the lending library. A bill of \$120 per item will be sent if the items are not returned promptly.

Second Overdue (30 days after due date)

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.

Bill

This bill is for late return or non-return of library materials. Your borrowing privileges will be suspended until you pay this amount or return the items.

Title

Lost Book Fee \$100

Processing Fee \$20

Claims Returned

Borrowing libraries should contact the lending library if a patron claims to have returned a book. The "clms ret'd" status should never be used for books loaned through MOBIUS.

First Choice Tracking System

Bonnie, chair of the Subcommittee on 1st Choice Tracking System, said that more scanners had been distributed to 1st Choice routes. The progress was slower than anticipated. Scott mentioned that library closing schedules would soon be needed so that he could give them to 1st Choice. He has a meeting with Paul McGrath in the next week and can discuss some of the issues with him then. He will also try to put the list of 1st Choice routes that are using scanners up for the MAAC members to see. This should eventually be placed on the "Delivery" tab so that all in MOBIUS can see it. 1st Choice has a phone number (800-467-3181) libraries can call if they have concerns that need immediate action, such as a driver not stopping at a location that day. Sandy asked how long 1st Choice would keep the tracking records but nobody knew. Scott said he would ask Paul that question during his meeting. John asked who changed the shipping label codes. He noticed the codes on shipping labels were different between KCMLN and MOBIUS. Scott mentioned that there is sometimes a lag period between when routing numbers are changed by 1st Choice and when they are changed for the label generator. The packages should reach their destination anyway. Bonnie, Matt, Paul, and Scott will participate in a forum at the MOBIUS conference this year. The forum is called, "Forum: Making Our Courier System Work for You: The Latest & Greatest in the 1st Choice Courier Tracking System." The delivery subcommittee documents on how to track items is only available to the subcommittee. The MAAC committee as a whole will evaluate the tracking documents for a few weeks and then Scott will make the file available to all MOBIUS members. This will give people time to use it before the forum.

New Courier Bags

The request for bid for new bags was answered by only one company. The proposed bag design met with general approval from the committee members. 2000 of the bags will be bought by the end of the fiscal year.

1st Choice Delivery Problems

There have been a number of complaints recently about problems with the delivery system. Each cluster representative discussed their experiences and certain routes seemed to be problems while others were not problems. Matt said there weren't many problems in Bridges although when the routes were changed in the middle of the semester that made it difficult to send shipments in a timely manner. All customer service calls have been answered courteously and promptly. UMSL seemed to have the biggest problems. Tony said it was so bad that they had Paul McGrath and a number of other representatives from 1st Choice come to their library and discuss the problems. Things seem to have improved since that time. Some issues included inconsistent delivery/pickup times and rude drivers. Towers, SWAN, WashU, and WILO haven't had any problems out of the ordinary. WILO was very pleased with the promptness of service. SLU and Archway said there were numerous problems with routes changing and inconsistent delivery but had also said things were improving.

Damaged by Courier Documents

Matt showed some of the outdated documents on the MOBIUS website ("Delivery System Procedure" & "Damaged by Courier") that dealt with items damaged in delivery. We revised some of the documents during the meeting. This was taking a long time so we quickly made some more modifications and agree that Matt would send out the new versions to the mailing list.

MERLIN/SLU proposal to extend INN-Reach item limit

Mary Anderson explained the proposal to allow MERLIN and SLU faculty to have an increased limit for checking out INN-Reach items. Other institutions could also raise the limit for their patrons. There was concern from some of the smaller institutions that this would increase their workload. John specifically said that the patrons who would get the increased limit were the patrons he usually lent items to. A motion was made to reject the proposal with the understanding it could be brought to the committee at a later date for reconsideration. The motion passed.

INN-Reach Level Catalog One Time Login

Matt explained that when patrons request multiple items from the MOBIUS catalog they must type the user name and password in for each request. He wondered if it were possible to sign in once and be able to request multiple items without typing the user name and password again. Cluster level catalogs allow this behavior. A motion was made that this issue be investigated and findings reported back to MAAC. Scott said he would check on this.

Advisory Committee New Member Orientation

Beth Fisher is going to have a MOBIUS Advisory Committee orientation for new members at 10:30 on June 3. Some members suggested that not many people would be able to go at this time and suggested alternatives. Gordon said the time was already set and in the conference program. Orientation folders will be distributed to people either at the conference or via Courier.

Request Promotions

Stephanie asked if it was possible to promote requests to other institutions rather than cancel and re-request. Nobody knew if that was possible. Scott will check on it and report back.

Claims Returned

At the moment there is no written policy about marking items as "Claims Returned." All present agreed that nobody from one institution should mark items from another institution as "Claims Returned." It was decided that we should put this in writing where everyone in MOBIUS can see it. There was discussion about where that should go. Gordon will send an email to the MOBIUS Users List saying that one institution is not to mark another institution's items as "Claims Returned."

Lenders of Last Resort

LMU - University of Missouri – Columbia, Law
MMU - University of Missouri – Columbia, Health Sciences
MU9 - Logan College of Chiropractic
MUU - University of Missouri – Columbia
SEM - Southeast Missouri State University

Bag Count

The annual bag count will be May 20.

Website Review

The MU IE Lab will be at the MOBIUS conference and is asking for volunteers to evaluate the new MOBIUS Web site.

Next Meeting

The next MAAC meetings are scheduled as follows:

- July 15 16 (date changed via email due to conflict with meeting room space)
- Nov 18
- March 31

Meeting Adjourned