

Created by: MOBIUS Task Force on Core Services and Products 27 Sept 2010

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Replaces: New

Purpose of the policy

To define categories of, services and products, the costs of which are not included in annual membership fees or assessments, and for which separate fees may be assessed.

Introduction

According to section 2:4 of the *MOBIUS Bylaws*, the requirements for membership in MOBIUS include, but are not limited to, 1) maintaining a collection of information resources; 2) sharing, to the extent legally possible, the collection with other MOBIUS members; 3) paying the appropriate dues as established by the Board of Directors; and, 4) paying any other fees assessed for products and services provided.

The *MOBIUS/Member Service Level Agreement* outlines specific services, priorities, and responsibilities related to the provision of services and products included in MOBIUS annual membership fees and assessments.

However, there are often circumstances when a single library, or group of libraries, may desire that MOBIUS act on their behalf to acquire, license, host, or manage products and/or provide services that are considered to be non-routine, or are not acquired by and do not benefit all members. Such products and services are therefore not included in the annual fees paid by all members for membership in MOBIUS and participation in the MOBIUS Union Catalog. The fees for services are identified in *MOBIUS Schedule of Charges* which is updated annually.

Limits

The MOBIUS Board of Directors and MOBIUS staff are committed to delivering quality customer service and effective technological solutions in support of the organization's mission and goals. However, MOBIUS reserves the right to limit, postpone, or deny member requests for services and products when warranted by limited staff resources, competing demands, or conflicting priorities.

Submission of Requests

MOBIUS encourages members to confer with the MOBIUS Executive Director **before** acquiring or licensing products which MOBIUS will be asked to host or manage or for which MOBIUS will be asked to provide data output.

Requests for services and products must be submitted through the MOBIUS Help Desk.

When Charges Apply

In general, charges apply whenever a service or product is requested by a member library or group of libraries that are not included in membership or assessment fees. These include:

- Implementation of a new product or module
- Implementation of a new member library or removal of a member library
- Administrative fees for managing electronic resources and courier service.

The estimate of time required to complete a task or project is determined by the MOBIUS Executive Director, or designee, in consultation with MOBIUS) staff and the hourly charge is reviewed annually by the MOBIUS Board.