Members online for the meeting:

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| Terra Feick, 2016-2018  (Committee Chair) | Assistant Library Director, Access Services | Northwest Missouri State University |
| Lisa Farrell, Board Member | Director of Library Services | East Central College |
| **Clara Fehrenbach, 2017-2019** | Interlibrary Loan and Reserves  Librarian | Washington University |
| **Bathsheba Love, 2017-2019** | Library Circulation Services | Missouri Valley College |
| **Julie Wright, 2016-2018** | Library Circulation & Technology Coordinator | Culver-Stockton College |
| L**isa Young, 2017-2019** | Access Services Director | Lindenwood University |
| **Steve Strohl, MOBIUS Organizer** | Associate Director, Member Services | MOBIUS |
| **Donna Bacon (Ex Officio)** | Mobius Executive Director | MOBIUS |

Members Absent:

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| **Shelly McDavid, 2017-2019** | Head, Access Services - Missouri University of Science & Technology |

Guests or Proxies Present:

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**Charge:** *Working in conjunction with the MOBIUS staff, this committee will provide input into the circulation and interlibrary loan functions of the MOBIUS Union Catalog. This can include policies, functionality, and other areas related to the courier system and its ability to move physical materials effectively among MOBIUS Member and partner institutions.*

**Website:** <https://mobiusconsortium.org/node/95>

*(Information on the committee, including past agendas and meeting minutes.)*

**Email lists:**

* Committee Only is **comm-circ-courier@lists.mobiusconsortium.org**
  1. Confirmed that all of the Board members are on the “comm” list.
* General Interest is **circ-courier@lists.mobiusconsortium.org**

1. Call to order.
   1. Welcome back
2. Adoption of the Agenda.
   1. Everyone/Everyone
3. Approval of minutes from January meeting, held on January 18, 2018. Previous agenda and minutes can be found <https://mobiusconsortium.org/node/95>.
   1. Bathsheba made motion
   2. Lisa seconded
   3. All accepted; no objections
4. Unfinished Business:
   1. Lost & Paid 🡪 See “201804 Proposed Lost&Paid changes” document that was sent out earlier this week
      1. Open discussion from Terra.
         1. ***Blocking Billed Patrons****- Borrowing libraries must manually block patrons who have been billed (books are 28 days overdue) if this process is not automatic for their library. Manual blocking should be done monthly as part of the processing of the institutional overdue reports. Borrowing libraries may block patrons earlier if they so choose. A MOBIUS BLOCK code (m) will be used by all clusters.* 
            1. After some back and forth about the merits of blocking, Donna mentioned that there is nothing that needs to be done, manually and that this is most likely out of date.
         2. ***Overdue Notices & Fees****- The library will send 3 overdue notices and a bill for materials borrowed through the INN-Reach system which are not returned to the lending library. The first notice will be produced when the book is 7 days overdue, the second notice will be produced when the book is 14 days overdue, and the third when the book is 21 days overdue. A bill will be produced when the book is 28 days overdue.*

*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.*

* + - * 1. Donna mentioned that overdue notices & fees are up to the libraries. Adding more of these, out of state / resource sharing, etc. Policy written for all of the clusters, etc. Are we writing policies for the clusters or for MOBIUS; can we “enforce” them? Who are we writing this for and why?
        2. Shelly – asks if we’re writing two sets of policies? One for the clusters and one for all of MOBIUS (cluster vs non-cluster)?
        3. Bathsheba believes this should be broader.
        4. Shelly believes that we should have a “Series of overdues…” Not just bill on first notice.
        5. Terra mentioned we should not have a finite limit of notices.
        6. Donna mentions that libraries do their own thing, etc. Previous to this no one had done Resource Sharing before – now, we have and we are experienced.
        7. Shelly had a question about guidelines vs. policy.
        8. Donna advised to used “policy” because guidelines don’t always carry as much weight.
        9. Terra asks – regarding the issue of how many notices; fewer than 3? Or 3?
        10. Bathsheba mentioned that her library sends out only 1 overdue. “At least one…” But they send out a courtesy.
        11. Terra mentions we should keep the language “simple” and drop the hard number of notices.
        12. Bathsheba made a motion for on Terra’s suggestion.
        13. Lisa clarified that we take out the word “must” but we should have “or” or “may.”
        14. Terra agrees that we should take out “must.”
        15. Lisa – overdue(s) and bill. Take out musts and make it more flexible.
      1. ***Negotiation of the Lost Book Fee****- Each member library is encouraged to resolve billed items as soon as practical, but not later than 6 months from the billing date. The borrowing and lending libraries will work to negotiate the lowest replacement cost/fee for the lost or damaged item, not to exceed $120 (per ALA interlibrary loan guidelines). The $120 fee should only be billed to the borrowing library if that is the lowest possible replacement cost. There are no refunds issued to the patron or the borrowing library once the negotiation is complete. Once the negotiations are complete the lending library is not obligated to issue a refund. If further support is needed during the billing process, please reach out to the Mobius office to help adjudicate the matter.* 
         1. OUTSIDE of the courier - > no $120 & resolved by 6 months.
         2. Bathsheba mentions that with ILL, resolutions must be w/in 6 months. 11 months / etc. Must “stay on it” or else it will never cycle through to completion.
         3. Terra lists the length of time. For bills. How long after it is due can it be billed? When you send multiple notices, etc.?
         4. Donna brings up the “local” policies issue vs consortium policies.
         5. Bathsheba would like the time to start here from the due date not the billing date.
         6. Lisa asks how do we know when the bill rate is / was?
         7. Clara comments that things tend to come back.
         8. Lisa indicated that things due in May may come back in September.
         9. Bathsheba indicated that once their semester is over, they can’t bill. Once a student moves on, they can’t bill. How do we know when the clock starts?
         10. Terra has similar concerns. Travel time, etc. Billing the library or the courier? Courier is one thing, but if it is another, completely different.
         11. Lisa Farrell asks about the date of overdue in INN-Reach – that’s the date she uses
         12. Bathsheba mentions for them, fines/ everything, goes back to this point.
         13. Clara believes that members should work together to resolve issues. Billing date, date of the invoice? WU doesn’t send overdues but a few times per year. Courtesy notices to their patrons, not to others.
         14. Terra would like to resolve issues w/in 6 months.
         15. Bathsheba would like to give others some latitude / slack to others, notices, more time to bill? Not stating they “have” to do this.
         16. Terra suggests that folks have to bill w/in a year of the due date? Folks like it.
         17. Clara asks what good does notices / billing do? Most materials come back.
         18. **Libraries should invoice w/in a year of the billed item due dates.**
         19. Charging the flat the best practice?
         20. Bathsheba mentioned that most libraries need something to go by. A guideline of some sort. Guideline(s) to go by. Accounting’s expectations, etc.
         21. Donna expressed concerns about billing for the flat amount, etc. They do it because they can. MOBIUS policy, etc. No time to do it and negotiate. They don’t care, etc. $120 flat is a misreading of the MOBIUS policy. Paperbacks, etc – they want the entire amount. Need to do something / revisit it. Some have landed on the $120 as the one and only. Library needs to negotiate to what is reasonable.
         22. Bathsheba indicates that they get the books back faster w/the threat if you will, but they don’t charge.
         23. Terra mentions that policy and enforcement of the cost / the fee / how this impacts them, etc. For example, they tend to not lend if they can’t be replaced.
         24. Clara mentions that on the issue of finances and acquisitions that some libraries don’t have order records.
         25. Bathsheba commented that some items are more than $120 - some need guidelines. Multiple guidelines? Academic/paperback/etc. Some can’t take replacements, etc. Donations, etc.
         26. Shelly believes that some cost irregularities is the cost of doing business.
         27. Terra asks is this one for all, across the board / policy, etc. Can we charge more?
         28. Bathsheba – replace fee?
         29. Donna mentioned that the lost / damage resolution on the web site. $100 + $20 but also negotiation. AT THE DISCRETION OF THE LOANING LIBRARY…Some don’t want to negotiate. This needs clarification.
         30. Donna mentions that there are no refunds to the patron (up to the library; don’t know why it is in there).
         31. Terra refunds at discretion of the library.
         32. Shelly will negotiate.
         33. Terra suggesting language…focus is on the negotiation process.
         34. Bathsheba comments on the replacement per bag.
         35. Terra $120 per item / max per bag.
         36. Donna/Steve mentions that we are working on addendum on this with STAT.
         37. Terra – remove the $120 max (not to exceed)
         38. Donna mentions that the fee comes up as $120 on account when billed.
         39. Bathsheba – hardcoded as $120 when billed – need some consistency here.
         40. Terra mentions that the $120 charge is challenging but this has been the maximum we have been working from so that part is not changing
         41. Donna discuss at Board meeting next week. Good idea, etc. Final policy / send to everyone.
         42. Shelly mentions that at every avenue / reduce cost, etc.
         43. Terra advocates for sample language.
         44. Lisa F – ok w/language to the patron $120 / library to library – no.
         45. Donna – SGCL – don’t like the amount on the bill. Patrons upset.
         46. Bathsheba advocates taking some responsibility for this coming from another library. Willing to negotiate. Need some writing to fall back on.
         47. Terra will write it up.
         48. TF – one more question – refund to be negotiated? Change it. Needed? Reach out to MOBIUS office – etc. TBD.
      2. ***Processing Fees*** *- Our goal here is to make the library “whole” again. We all recognize the inherent risk in sharing and wish only to use interlibrary loan as a method of sharing not making money*.
         1. Terra – thoughts on necessity of last paragraph.
         2. Folks didn’t think the last paragraph was necessary.
         3. Will go through and make sure this is out.
  1. Courier Billing Timeframe
     1. Terra introduced proposed 3 months from ship date timeframe for billing the courier
     2. No objections to the 3 months.

1. New Business:
   1. Proposed circulation enhancement in Sierra – feedback
      1. Tabled until next meeting
2. Meeting adjourned 10:30 am