

System Managers' Meeting February 6, 2007

Our thanks to EPL for hosting.

MeLDelivery – Libraries are, generally, still not awed by the service. MPL would like a set delivery time, is getting mixed, unsorted bags, damaged materials and has had days where the driver never showed.

SBL has noticed that CDs are disappearing from cases.

TPL has noticed missing CDs, too, and has been finding books in one bag and their covers in another. They've seen many items that appear to have been stepped on, dented covers, etc.

SCS has seen drivers stacking bags very high, and they are concerned this may be damaging items.

Tammy stressed that folks need to fill out the form on the MLC website for every incident that is troubling or that results in damaged materials. CHE filled out the form on a driver who was using profanity and dragging bags, and he was reprimanded and pulled from their route.

FRA has seen drivers throwing bags. Many of the drivers seem to be unhappy at the number of bags they have.

MTC has also seen drivers sighing at the number of bags and dragging bags.

WPL has had a lot of different drivers, but the most recent drivers have been great.

UPL has the same delivery guy most days, and he's been wonderful. Of course, they feed him every day.

ARM is very happy with Jim, their driver. He looks out for them, and has even gone back in to search for more bags for them, because he didn't have as many bags for them as he usually did.

CHE's regular guy is good, but when they have a sub, they see thrown bags

and other evidence of not caring what is inside the bags.

RSV commented that with MeLCat, AV has to be packaged, and wondered if they'd get their packaging back. They should.

TPL wondered if it might be a good idea to show the drivers some of the badly damaged items.

CLL asked if we should put AV in a separate bag, like we used to. That wouldn't help, because things are sorted into other bags.

Tammy asked if the co-op should get bubble wrap bags for AV items. We could use rubber bands rather than the tape. Libraries are willing to try this. ARM has already been bagging some AV.

TPL would like to have more bins, rather than the bags. Folks agreed.

MPL has seen a lot of incorrectly sorted materials.

CHE asked if they could get something close to a regular delivery time. They are having a very difficult time finding staff sometimes when the delivery comes late in the day.

RSV has seen drivers in Hertz trucks. Are these being rented by the contractors? No, ProMed is renting them to handle the volume.

Tammy asked if libraries still wanted the canvas bags. Yes. She thanked MCL's Friends for selling them to the co-op.

SBL is always running out of labels. Tammy said we are printing them as quickly as possible. FRA asked if they could print their own labels on the correct color of paper. Yes, libraries can. UPL noted that they are getting complete sets, and they don't actually need many of the libraries. Everyone has a few libraries they send more items to, and they vary.

RSV asked if they could use the old styled thin slips for pre-sorting? Sure. A few libraries are doing this, and more can be printed. EPL pulls them to reuse after labeling items.

CHE asked if the MeLDelivery labels could be printed double sided? Tammy

said we could try this if people will save and reuse them. They would have the reverse route on the back (MCL to TPL on one side, TPL to MCL on the other).

Tammy met with ProMed. They will provide MeLDelivery through June, then a new contract will start in July. Tammy is contacting other delivery vendors. Even if we go with another vendor, we'll still need MeLDelivery for MeLCat.

She also stressed the importance of filling out the web form for every single problem with MeLDelivery.

UPL noted that the Return and the To sections of the labels need to be visible, but how should we handle small items? Fold the labels in half, with the To section visible. Don't wrap them around the spine, because then it is easy to mistake the Return address for the To address.

SCS asked if SLC would be providing envelopes for magazines. Yes, e-mail both Darlene Paquette at paquettd@libcoop.net and slcstaff@libcoop.net to get them.

EPL asked that everyone please take care in packaging items. Put only the same sized items together, so the items don't slide and shred the labels. Don't rubber band more than 3 items together.

MeLCat – We've had two orientation meetings already, and a third will happen tomorrow.

The forms are due February 26th.

TPL wishes we would wait for NCIP to be in place, so circ staff won't have to double circ items. Tammy said that would require waiting until next year. Many of the libraries wouldn't have a problem with that. Tammy thinks NCIP will be ready by the time we go live. Maybe if it isn't, we can not tell patrons it is available until NCIP is working.

TPL would also like to wait for NCIP so that Sirsi can do the notifying, rather than staff having to call patrons who do not have e-mail addresses.

RSV asked if CMPL would be coming up with us. Tammy said they were up now. CHE said she'd talked with Celeste yesterday, and that CMPL has run into some issues, and is not yet up.

RSV asked what the delivery turnaround time would be for CMPL. It will be the same as now. Tammy commented that being on MeLCat will cut OCLC costs for CMPL drastically.

Kristen asked if we should let CRT and LCL patrons use MeLCat. After tossing it around a bit, we realized that libraries use those profiles for different kinds of patrons. Since the MeLCat software does not recognize the co-op at all, this is a decision that can be made by each library. There was general agreement that SLCNONRES patrons (paid cards) should get MeLCat privileges, and that patrons from communities that do not financially support libraries should not.

This will be a larger issue for those libraries that decide to offer visiting patron.

TPL expressed concern that the only choice for pickup of MeLCat items is the library that issued the patron's library card. Tammy pointed out that MiLE was the same way. ARM requested PR on this issue.

ARM pointed out that Louise said libraries could fairly easily switch visiting patron on and off.

SBL asked if the meeting tomorrow would help her fill out her forms. The forms will be gone over, but not help in filling them out.

Kristen asked if people would like a drop in session for help? Yes, they very much would.

FRA asked if Chris would be creating default MeLCat e-mail addresses for all the libraries. Yes, he will.

Kristen is creating a MeLCat item type, MeLCat users for each library and the necessary lines in the circ map.

SCS asked if the co-op would be sending everyone's forms in together. Kristen will ask Debbie if we can overnight mail them on the 26th, which would allow time for Lissa to get all the forms together on the 24th and 25th, after the Sirsi conference.

SCS asked if we could do the forms at the Circulation Round Table meeting next week. No, because many of the attendees at that meeting won't be filling

out their library's MeLCat forms.

Kristen reminded everyone to ignore the forms that just say "shared system" on them. SLC will do these. If the forms say "libraries on shared system", those are the two forms that libraries need to fill out.

TPL pointed out that everyone needs their IP addresses from Chris.

It may be helpful to include your library name in the text for section II, question 1, where it asks what text you wish displayed to tell your patron to put in their library card. RSV pointed out that many patrons don't know what library their card is from.

Tammy asked if we could maybe work on forms after the Circ Round Table. SCS said we could have the room until 1.

MTC noted that a lot of the information on the forms the libraries were required to fill out was actually information held by the co-op. Should she call to get that information, or just fill out what she knows, and send the forms to SLC to be completed. Fill out what you can, and either hand deliver the forms or send them by USPS by the 22nd. SLC staff will fill in the other parts.

MTC asked if we were going to do a patron purge before going live on MeLCat. We can, if libraries wish. It probably would not make much of a difference.

Kristen is creating lists of item types for all the libraries.

ARM asked if they could send an item type to other SLC libraries, but not to MeLCat libraries. That is possible, yes.

CHE asked about item types that are shared by libraries. That is not a problem, since the MeLCat software does not see us as a co-op, but as a bunch of separate libraries with no relationship.

SCS asked why the delivery numbers and the MeLCat agency codes are different. This is because the MeLCat codes were created before MeLDelivery started.

TPL asked what to do about missing parts? These are the borrowing library's responsibility. Regular ILL rules apply.

New Cataloger – Lauren Boggs has been hired, and will start Thursday. She will work 30 hours a week. Vicki will continue to do copy cataloging.

Kristen said it is very helpful when OCLC numbers are sent. Also, if possible, it is nice to get cataloging requests in a bunch, rather than have them trickle in individually.

MPL has been putting the OCLC number in the 500. This is not seen. Just send the OCLC number in if you know it.

ARM asked if the form they created was useful, and it is.

Round Robin

LWM is still looking for a new System Manager. Please see the SLC website for the posting.

WPL asked that patrons be encouraged to return pay DVDs to the owning library.

FRA noticed that the new bookmark of all the libraries has Ray Twp. in it. How long before they are accepting SLC cards? Tammy thinks April. The SLC Board has officially accepted them, but they have to vote to join the shared system. RAY will be their three letter code.

CHE asked if they are issuing cards yet. No, they aren't. Kristen hasn't trained them yet, and they aren't officially participating yet.

SBL asked if they should even be handing out the new bookmarks. Please use up the old bookmarks first, then start handing out the new ones.

RSV asked if Ray would be adding any hours. They need to add three hours to comply with state guidelines.

SLC will send out a notice when Ray is officially able to circulate with the other SLC member libraries.

SCS had a question about debt collection. Why did a TPL item go to Unique along with their items, since TPL isn't a debt collect library (only 10 are). When

a patron is sent to collection, all items go, no matter if the owning library uses Unique or not.

CHE noted that if you use all letters in the user ID field of generic library cards, Unique ignores them. They discovered this when their processing card went to collection.

CHE was on the Township Board agenda last night to become a district library. Three board members were adamantly against, three were in favor and one was undecided. They packed the meeting room, and the motion passed. They will go for a millage in May. They have a lot to do before then. This made everyone very happy.

MCL was asked by her reference department to ask if multivolume sets could be cataloged under one barcode. Patrons are complaining that they are getting items out of order or not getting the specific volume they wanted. This isn't possible, as it is up to each library, and some sets are too big to circ together. Some libraries that tried circulating multivolume DVDs and such together found that an awful lot of individual DVDs didn't get returned. SBL pointed out that this was a very old problem, since book series have the same issue.

RSV just started using Unique a few weeks ago. They have gotten two checks and one threat of a lawsuit. They are very excited.

SCS commented that the staff at Unique Management were always extremely pleasant and helpful.

WPL registered 465 new patrons at WCV the first month it was open.

Next Meeting – 9:30, March 13, 2007, at SLC.

Attendees

Smith	ARM
Minor	CHE
Bernieri	CLL
McGee	EPL
Price	EPL
Cousineau	FRA
Slivka	FRA

Gillis	HPW
Couck	LEN
Kelley	LWM
Casamer	MCL
Erich	MCL
Goike	MPL
Larsen	MTC
Blevins	ROM
Harvey	RSV
Bergeson	SBL
Orlando	SCS
Horn	TPL
McQuaid	TPL
Doege	UPL
Urban	WPL
Turgeon	SLC
Valyi-Hax	SLC
Potter	SLC