

**SYSTEM MANAGERS' MEETING**  
**March 13, 2007**

**NOTES**

I. The meeting was begun at 9:35 a.m. by Valyi-Hax at Suburban Library Cooperative.

II. Lauren Boggs Introduced

All of the attendees introduced themselves to Lauren Boggs, SLC's newly hired cataloger.

III. MeL Delivery

There was a big delivery done two weeks ago when ProMed caught up on all of their deliveries. Things had improved, but they seem like they are slowing down again. It is not appropriate for them to build up a huge backlog and then send it out. The Council has asked for names for a possible RFP for another delivery company. We have paid ProMed through March, and our contract is scheduled to go through June. Tammy is still complaining to ProMed and to MLC, and she hopes that other libraries are still using the Issue Web Form to report problems as well. Unfortunately, there are not a lot of options. The company that gave the second-lowest bid last time has gone out of business. Some of the directors suggested that SLC operate its own delivery service so that we would have control, but others think that would cost too much money. TLN is willing to bid on our delivery, but it would be expensive.

Tammy asked if bubble bags are helping, and attendees said they were. SLC has bought more, and we can buy still more, if necessary.

A couple of libraries noted that they have had items in transit for more than two weeks. Tammy suggested in that case, the libraries should report the problems to ProMed. Rosemary asked if we could visit the sorting site, and Tammy said that she would ask. Marsha asked if people ever get responses when they send in issues, because she rarely does. Other attendees stated that they have gotten timely responses with solutions to their problems.

IV. Computer Room Number

Please remind all of your staff to call the computer room number, 586-685-5755, when they need help. By calling the computer room instead of a staff member directly, the caller will be bounced from all of the available staff, with the call being answered by an available staff member. Tammy also noted that the phone rings three times at each number before it bounces to the next, so a caller may hear up to nine rings before s/he is transferred to voice mail. Our goal with this setup is to minimize the number of times

that a member library staff person is sent to voice mail. Our toll-free number is also working: 877-LIBCOOP.

#### V. SLC Open House

The Suburban Library Cooperative is hosting an open house on Friday, March 16 from 3pm – 6pm. All member library staff are invited to come and see our new location and eat some tasty treats.

#### VI. DVDs and the 245 Field

The Suburban Library Cooperative has changed the way that DVDs are added to the system. Instead of the GMD reading |h[(DVD) videorecording], it will now read |h[videorecording-DVD]. This was done at the request of MLC as we go on to MeLCat. The MeLCat software uses several ways to see if an item is a unique bib record or if it should be merged with other records. One of those ways is the GMD. If we were to continue to type this as we did before, SLC's records will show up as unique records when in fact, they may match with bib records already on MeLCat. This will make searching difficult for patrons. To help patrons, we have decided to change.

#### VII. MeLCat

All of the MeLCat classes have been scheduled. If your library has not yet signed up for a class, please do so.

There may be an issue with visiting patrons. Louise Bugg from MLC asked for some clarification on the forms. Kristen sent them in, but she is concerned that with shared profiles like PUBLIC, SLCNONRES, MICHICARD, and STAFF, all of the libraries may have to agree, and in that case, we wouldn't allow visiting patrons at all. Kristen will send out more information when she knows more.

A discussion was held about checkouts and how circ staff would know that a returned item was sent via MeLCat. Tammy said that items coming from outside of SLC would be in an envelope, but that wouldn't help items sent within SLC. It was suggested that we use bands like is done with OCLC and used to be done with MiLE. As long as the patron doesn't remove the band, there shouldn't be a problem.

Rosemary asked how SLC will deal with items that arrive from other MeLCat libraries. We will have item types and a shadowed location for member library staff to use when creating a brief record.

#### VIII. Cataloging

Libraries are running across many duplicate records. Lauren will have a chance to start catching up on these as she completes another project. Pat pointed out that this probably was happening in the past year as records in Publisher's Weekly and other magazines

listed either a 10-digit or a 13-digit ISBN. As all ISBNs become 13 digits, this problem should end.

Lynn asked about DVDs, and what information she should send to Lauren so that Lauren can download an OCLC record for new DVDs. Lauren asked for titles, ISBNs, and edition information.

Cathy Les asked how long brief records stay in the system. Kristen said that if a record can be found in the batch load, it can be overlaid the next day. Otherwise, there is an indeterminate amount of time until it is overlaid. If a library is concerned, they can send a list to SLC of bib records to be corrected.

## IX. Round Robin

TPL – Several people at Troy are retiring. Brian Stoutenburg (director) is retiring in April, Hedy Brodak (assistant director) is retiring in March, and Marcia Rutledge (database librarian) is retiring in May.

MCL – Before sending patrons to another library to pick up a book on shelf, please call first so that staff can ensure the book is available. Also, MCL's item type CD-IN-BOOK means that the compact disc is part of a book rather than being an individual book on CD.

SHL – Do any other libraries use the iBistro feature Contact Us? Kristen said that nobody else does. Cathy wondered if there was a way to add a phone number or e-mail field since it is difficult for library staff to have to look up that information. Kristen said she would investigate.

ARM – Margaret Smith asked about the possibility of printing labels. It currently takes a long time to send books in delivery in the mornings, and since Joe Ford mentioned it, we ought to investigate. Tammy said that we are interested and TLN is too, but before we can ask for custom programming for labels, we need to know what delivery system we will use.

SBL – Burgeson asked about Ray Township. They are currently a member, but they are not yet eligible for reciprocal borrowing because they don't have their materials added to the system. We need to ask the Ray people if their patrons can currently get a card at another member library. We will do as they ask. They have to add three hours per week so that they are open 15 hours per week. Their librarian is named Suzanne Graham. SLC will let all member libraries know when Ray patrons are eligible for reciprocal borrowing.

ROG – Swanwick noted that Romeo does have two branches, and they are on different delivery routes. When another library mislabels a Romeo book, it can take up to a week for that book to get back to Romeo Kezar. Please be sure to put the correct delivery label on the item.

RSV – Harvey requested that no other libraries mark RSV items as claims returned. Another attendee noted that we decided as a group long ago that nobody should label another library's items as Claims Returned. Please call the owning library when this happens. Also, the Roseville Friends group has decided to do away with the video rental collection on July 1. Most of these videos will become holdable.

X. Adjournment

The meeting was adjourned at 11:15 a.m.

ATTENDEES

Margaret Smith	ARM
Lynn Minor	CHE
Holly Kirsten	CHE
Vicki Bernieri	CLL
Pat Price	EPL
Amy McGee	EPL
Rebecca Cousineau	FRA
Ronna Gillis	HPW
Lynn Couck	LEN
Sandy Casamer	MCL
Elizabeth Erlich	MCL
Annette Goike	MPL
Debbie Larsen	MTC
Maureen Swanwick	ROG
William Blevins	ROG
Jackie Harvey	RSV
Diane Burgeson	SBL
Rosemary Orlando	SCS
Mary Woodford	SCS
Cathy Les	SHL
Linda Horn	TPL
Michele McQuaid	TPL
Marsha Doege	UPL
Oksana Urban	WPL
Tammy Turgeon	SLC
Kristen Valyi-Hax	SLC
Lauren Boggs	SLC