FAQ regarding CMPL and its move to the Polaris system on and after October 28, 2002:

A CMPL patron with a CMPL library card that she received before October 28, 2002 comes into the Roseville Public Library. Can she check out materials at RSV with this card? While the CMPL patron may check out materials at RSV, you must give her a new RSV card and follow these procedures:

1. Ask for the patron’s CMPL card with the Sirsi barcode.
2. Wand the card in user display.
3. Give the patron back her CMPL card and tell her that she should keep this card to use at CMPL*, but that you will give her a card from RSV to use at all other SLC member libraries.
4. Take a RSV card and barcode and modify the user record by wand in the new RSV barcode.
5. Change the library in the user record from CMPL to RSV.
6. Give the patron her new RSV card and a yellow bookmark regarding CMPL’s move to a new computer system.

*CMPL will keep track of their current library patrons.

What will happen to the fines on CMPL cards after October 28? Fines on materials from all other member libraries except CMPL will remain on the user record. Fines on CMPL materials will migrate to Polaris.

What will happen to materials checked out on CMPL cards after October 28? Materials from all other member libraries except CMPL will remain on the user record. CMPL materials will migrate to Polaris.

Can patrons return CMPL materials to RSV? Yes, because CMPL is still a member of the Suburban Library Cooperative and the delivery will go to and from CMPL.

Can RSV patrons check out materials at CMPL? Yes, but they will first have to go to CMPL to get a library card.

Can RSV patrons place holds on CMPL materials? Yes, if a RSV patron first goes to CMPL to get a library card, she can place holds in CMPL’s online catalog with that card. She will have to pick the materials up at CMPL, however. There are other ways of getting materials that are not owned in SLC. The librarian or the patron can place a hold through MiLE (books only at this point) or the librarian can place a hold through OCLC and the materials will be sent to RSV.

Is CMPL still a member of the Suburban Library Cooperative? Yes. CMPL has chosen to no longer participate in the shared catalog. They have purchased a new system called Polaris. We still practice reciprocal borrowing, but RSV patrons will need a separate card to check out materials at CMPL.
What do we do when CMPL items are returned to RSV after October 28? Use the following procedures:

1. Do not check in CMPL items.
2. Take a yellow routing slip and stamp the date on it (to indicate when the item was returned).
3. Address the routing slip to the correct CMPL branch. If you are unable to distinguish the branch from the property stamp, send the item to CMN.
4. Put the routing slip in the item and put the item in a delivery bag.
5. Do not accept fines, lost charges, damaged charges, etc. for CMPL items. Direct the patron to a CMPL branch.

During the period beginning October 28 and ending November 5, libraries do not check in CMPL materials. If a patron returns a CMPL item one day and it still shows checked out a couple of days later, what do we do? Please assure the patron that the item she returned was marked with the date it was returned and sent to CMPL. CMPL will check in the item shortly after it arrives. CMPL is going through some big changes and it may take them a few days to get all items checked in. If the item was returned but still hasn’t been checked in after a week, we can call CMPL to do a shelf check.

Can we still interloan materials through OCLC for CMPL patrons? Yes, we will continue to interloan materials, but the CMPL patron will need a card from a SLC member library in order to check the item out once the item arrives.

Can CMPL patrons call us to check on their fines, overdues and holds? CMPL patrons who have a library card from RSV can do this with their RSV card (or from any SLC member library), but we cannot check their CMPL cards.

SLC staff thanks Jackie McIntyre for authoring this document, and sharing it with the rest of us.

JDM 10/21/02