

SHARE Circulation and Resource Sharing Committee Meeting

Wednesday, May 2, 2018 at 10:00 a.m.

Illinois Heartland Library System

6725 Goshen Road, Edwardsville, IL 62025

(618) 656-3216

via Zoom at <https://zoom.us/j/669733701>

Minutes

Call Meeting to Order and Roll Call: The meeting was called to order at 10:00 a.m. by Susan McKinney. In attendance: Janet Cler, Maria Dent, Sarah Isaacs, Susan McKinney, Jennifer Slack, Sandy West, and Diane Yeoman. Sandy West arrived at 10:30 a.m.

Absent: Paula Tretter, Robert Edwards, Mary Cordes, and Esther Curry.

Also in attendance: Cassandra Thompson, Traci Edwards, Joan Bauer, Sue Pearson, and Don Pippin

Approval of Minutes from the February 8, 2018 Meeting: The minutes were approved with a motion made by Maria Dent and seconded by Janet Cler. Motion passed.

SHARE Update:

- Cassandra Thompson announced that the annual agreements had been mailed and reviewed. She also recapped her attendance at the IUG conference, where she received several ideas related to training, since that has been a consistent request from member libraries.

Old Business:

- **Member Library Questions:**
 - Patron records for children of divorced families—a draft of the changes in the policy were reviewed. There was one line regarding change in jurisdiction to be removed, with the committee recommendation to send it to the Executive Council. Sarah Issacs made a motion to send the recommendation with the correction and seconded by Janet Cler. All ayes; no nays; motion passed.
 - Deleting lost items—the committee reviewed a new procedure to delete (long) lost items to keep the database maintained. The committee agreed to send it as a recommendation to the Executive Council. Sarah Issacs made a motion and was seconded by Diane Yeoman. All ayes; no nays; motion passed.

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- Affiliate library accounts—Traci updated the committee on affiliate billing process. She stated that she is trying to simplify the process of billing affiliates for lost or damaged items. She is working to streamline the process with the two affiliates affected.
- **Circulation Training Plan**—Cassandra shared the latest ideas to make circulation training more broadly available to all members, via both in-person and virtual sessions. She explained that she would like to implement a SHARE certification program that will be beneficial to member libraries as well as library staff. It would include a continuing education requirement, although can be broad enough to consider any library continuing education and SHARE participation, not just circulation training, specifically. There are ideas for revamping the SHARE chats as well. As part of this process, certification could offer additional, expanded benefits, such as potentially hiring regionally based trainers as consultants to offer trainings, as well as a substitute program designed to assist staffing and coverage of the smaller libraries. Library workers interested in either program would be required to be SHARE certified. In addition, plans are in progress to fill the open Circulation Specialist position, with Lesley Z. still working part-time on eResources as long as she is available. Cassandra noted that the current Circulation Specialist, Sue, cannot implement these changes without additional assistance. Susan was hopeful that a trainer could be based in Champaign to serve the northern portion of our region. Cassandra agreed that both the northern and southern parts of the region have requested additional training opportunities, outside of the IHLS hubs. Sarah suggested a training plan that outlines the number of training sessions and locations each year. The committee was interested in the substitute program, with Susan asking how it would be funded. Cassandra explained that individual libraries would be responsible for payment to the individual as a contractor. Sarah suggested that while SHARE could provide names, individual libraries should be responsible for checking references. She also mentioned the potential to mentor new library employees by offering a mentorship program, where these individuals could work in the different library environments to gain experience.
- **Penalties for ILL Violations**—Susan stated that since there are no real penalties for breaking the rules, there are continual violators, usually specific individuals and often library workers. Janet agreed that there should be consequences for bad behavior. Susan was concerned that while we have policies in place, there is no follow through. Cassandra asked if we need a formal, written policy, or if it is understood that there are steps IHLS will take. Specifically, a phone call for first time offenders, a letter for repeated offenses with financial penalties (fines for books not returned in a timely manner), and removing ILL privileges in the most extreme cases. The committee agreed that they will be reviewed case-by-case, with the committee encouraging SHARE staff to enforce rules. There was a similar discussion of ILL Violation Appeals in new business, below.
- **Pilot Program-Rotating Book Club Collection**—Cassandra shared an idea to use library partners to create a book club kit collection for use for all members. She will gather information about the implementation process, and gauge member interest.

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- **Resource Sharing**—Cassandra brought suggestions to the group for additional consortial groups for different vendors, including SWANK, a movie license and streaming company, Tutor.com, and TEI Audio. Susan mentioned that she has been extremely pleased with TEI’s service and free customization. Cassandra will reach out to the vendors to explore group purchasing options, and send a survey to the Directors’ listserv to gauge interest.
- **Other:**
 - DVD Loan Periods—Janet Cler asked the committee to review DVD loan periods. She stated that she has had several complaints when patrons receive a DVD with a 2 or 3-day loan period, versus her 7-day loan. She requested that either SHARE ask again for libraries to reconsider the loan periods or ask them not to circulate DVDs. Traci reminded everyone that there is a list of libraries that give permission to extend due dates for DVDs. Susan stated that it is not fair to punish libraries by asking them to not circulate. Other ideas were discussed. Jennifer asked if it were possible to show loan periods in the available items screen, but that is beyond the ILS capability right now, although Traci has requested that of our vendor. Susan explained that libraries should retain autonomy. The committee agreed that we can ask member libraries again to change loan periods, because attitudes might have changed. It was also agreed that we will emphasize how the change will promote patron equitability for all SHARE patrons, not individual communities. In addition, Susan mentioned that it would be beneficial for libraries on shorter loan periods, so their patrons receive equitable service as well. Cassandra recommended establishing a non-mandatory common loan period guideline for members. The committee will review again at the next meeting.

New Business:

- **Libraries That Allow Longer Loan Periods**—a member library commented that it was confusing to only have some libraries to allow longer loan periods in special circumstances. Cassandra asked if it should go out to membership for a vote. A question arose about what constitutes a special circumstance, and Cassandra verified that has already been defined. Susan stated that it might be a good idea to put it to a membership vote to spark conversation, and gives the right to the entire membership to weigh in. Cassandra suggested putting the discussion on the Director’s listserv to get member feedback before an official vote. This could be considered for multiple issues, not just longer loan periods. Susan reminded everyone that a vote would require membership participation, which can be difficult, but if it were achieved all libraries would have to abide by system rules.
- **Appeal Process for ILL Violation Reports**—Cassandra asked the committee to consider an appeal process when a library is unhappy with an IHLS decision regarding an ILL Violation. The goal is for full transparency for membership. Sarah acknowledged that there is a very fine line when working with such a large group. The group discussed a particular circumstance as an

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example, with suggestions for a written appeal. Joan suggested a conflict resolution form that is already established within the Bibliographic Services Committee, that was developed with member input. Cassandra will use that form to create a draft to bring to the next meeting.

Public Comment: None

Next meeting: Thursday, April 12, 2018 at 10:00 a.m.

Adjournment: Sarah Isaacs made a motion to adjourn. Jennifer Slack seconded the motion. The motion passed and the meeting adjourned at 11:45 a.m.

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