

Tab 1

2025 Resource Sharing Meeting Agenda

Bethlehem Public Library

March 27th, 2025

11:00am-2:00pm

1. Introduction: 11:00am-11:15am
 - a. Names?
2. Resource Sharing Trivia (Jenn) - 11:15am - 11:35
3. Idea Gathering - 11:35 - 12:00
 - a. Give a few prompts with them on the wall. They can go and put post-it notes with their ideas on the questions they are answering.
 - b. Thanks for filling out the survey. Replies helped us determine what areas need to be discussed.
 - c. Prompts
 - i. What are the characteristics needed (information and format) for a transit slip to be efficiently printed, sorted, delivered, and received?
 1. Date when item left stay on all slips
 2. Destination Library/Item title/Sending Library
 3. Location Code/Title/Barcode/Date-status change
 4. Library name/Date/Title of Book
 5. Full name of borrowing library in big bold text
 6. Title and barcode of item in case it falls out
 7. Transit/Transit hold/Destination library/Item barcode/Item title/Author/Slip date/Lending library
 8. No identifying info on transit slip
 9. Library dissertation/patron info/contact/title & barcode
 10. Destination library/sending library/item info/ date
 11. Transit Library Code/Item Barcode/Lending Library
 12. Where item is going/title/date
 13. Destination/item details/library it came from
 14. Receiving library must be visible on slip
 15. No problem budget will not allow to correct slip print error
 16. Destination/item details clearly being labeled
 17. Destination library larger on the transit slip along with title
 - ii. What specific steps can we take to improve interlibrary communication about policy changes, deliveries, and issue resolution?
 1. Shared Drive?
 - a. For resource sharing
 - b. Notes - Initial and Dates

- i. Create Template?
- ii. Temporary Notes

2. Having a point of contact for direct issues and a way for us to have uniform policies
3. Live document shared that each library can past and see what other libraries have posted (Google drive chart)
4. Inclusive Email
5. Communicate with all staff and follow up if there are any questions
6. Make sure all staff who answer calls understand policies and speak nicely to other libraries when speaking about issues
7. Improve communication by having a central contact list or central location for people to go with questions
8. Email to other libraries about changing if delivery is canceled
9. Designate a person for communications. Make a master contact list.
10. Listserv and suggestion box form that certain people check
11. Agree that all libraries can add alert on item record/ physical note depending on where in process
12. Different label for ILLS
13. Communication
14. ILL should clearly be marked
15. Library directors should communicate changes to circ. Managers to then give info to circ. Staff - all staff should be on the same page.
16. Mail all via district consultant for FYI Memo info
17. Emails
18. Shared Google Drive
19. Group email
20. Maybe physical copy of major changes sent to each lib through delivery

- iii. What is needed to ensure patrons understand resource sharing policies and procedures to avoid frustrations.

1. Teaching patrons how to search using the multi district and other choices other than our specific library
2. More patrons understand item is from another library
3. Brochure w/ details, how to utilize the catalog search. Where to pick up and return
4. Clearly worded policy we can share with patrons

5. Patrons don't always know where their card works, should be explained at card sign up. Explain where items can be returned
6. Marketing consistent among all libraries
7. Clear wording on social posts and website pages
8. Communicate clearly with each other. Most policies are the borrowing libraries so it should be that unclear
9. Agreement among us on policies
10. Staff training in each library
11. Patron handout or webpage
12. Libraries must agree to policies
13. Establish terms? Our patrons call all transits ILL. Maybe introduce simple, official terms that are used consistently
14. Due Date, availability
15. Emphasize convenience and speed of delivery.

iv. What are important policies and procedures when handling lost items from resource sharing libraries.

1. Special considerations to the policies between
 - a. Patron/Lending Library
 - b. Patron/Owning Library
 - c. Lending Library/Owning Library
2. Only lost items should be marked as lost
3. Agreement on who adds lost charge, who receives payment, etc. Ideally patrons should pay owning library directly
4. Create Note/Alert process on patron account to keep both patron & library in loop
5. Owning library should determine charge/processing fee - some libraries don't accept replacement copies of an item
6. Mark item lost to library
7. Follow up with owning library on what their policy is- find out cost in system - add alert - process fine (create alert on patron account)
8. Contact library-Mark lost - don't have patron call library
9. Create a lib guide with agreed upon best practices
10. Inform lending library immediately, get charges and any info needed
11. Working with you business manager to reconcile charges with lending library!
12. Allow patrons to pay for lost items from other libraries at their home library.

- v. What are important policies and procedures when handling damaged items from resource sharing libraries.
1. Special considerations to the policies between
 - a. Patron/Lending Library
 - b. Patron/Owning Library
 - c. Lending Library/Owning Library
 2. Inform Patron of possible charges ASAP
 3. Alert Note on Item
 4. Who Charges
 5. Who Contact's Patron
 6. Who Receives Money
 7. Not All Libraries accept replacement copies instead of payment
 8. Damaged items or photos need to be at circulating library for patron to see
 9. Inform lending library and get charges/procedure asap
 10. Let's review our issue about books being shared & lent out
 11. Owning library should determine if there is a charge/ what the cost is
 12. Different libraries have different policies and processing fees
 13. New Category in SPARK for Damaged Full replacement
 14. Standardized description of damage or communicate to patron that book is damaged and owning library will process bill
 15. Staff permission levels vis a vis putting damage notes on items or patron records
 16. Is it feasible to have replacement costs documented in SPARK?
 17. Or standard way to contact the owning library for a replacement cost? Via google form or etc?
 18. A common slip for all libraries that attaches to damaged item
 19. If a book is already damaged or "A risk" maybe don't send out
 20. If patron damage contact library, we mark all damaged items as lost and need to replace
 21. Inform owning library about damage
 22. Put alert on patron's card
 23. Create a lib guid with agreed upon best practices
 24. If receiving damaged item from "Captured in transit" it should be cancelled and sent back to owning library

25. There shouldn't be damage charges if the item is going to continue to circulate
 26. Mark Item damaged apply charges
 27. Damage items should stay at library rtn to, so their patron can view the damage upon payment
 28. Reach out to owning library to check on price and procedure
 29. Check with owning library
 30. Don't check out damaged items to patrons
 31. Review policies about when our patron's damage another library items
 32. Damage condition
 - a. Payment
 - i. Send to owning library
 - ii. Or call owning library let them know ask what they prefer
 33. Owning library should charge. But receiving library should mark as damaged
 34. Run a report at the first of the month
 35. Have staff print off copy of receipt
 36. Temp alerts on items that are damaged
4. Lunch: 12:00 pm - 12:30 pm
 5. Breakout Groups: 12:30 pm - 1:00 pm
 - a. Groups to discuss and summarize each of the prompts
 - i. Goal is to discover what libraries find important and discuss how those fit into policies and procedures
 6. Idea Presentations: 1:00 pm - 1:30 pm
 - a. Share breakout discussion with the group
 7. Further discussion: 1:30 pm - 1:50 pm
 8. Closing thoughts: 1:50 pm - 2:00 pm

Action Items

Contact

- 1 Document with payment types and whether they accept patrons replace it.

Create listservs

Receipt Template

- Contact Elizabeth

Notes Template

Create a shared Drive

- House circulation policies?
- Ask SPARK for different levels of damage
 - Damaged needs replacement
 - Damaged in repair - create heat
- Betty - send out process for retarget holding
- Find out who allows patrons to replace items
- Look into quarterly report for lost/damaged items
- Resource sharing fact sheet/brochure?
 - Map
 - Lending policy
 - difference between resource sharing and ILL
- Branding

Needed Shared Documents

- Circulation Contacts
- Library Circulation Policies
- Receipt Printing Template and how to
- Alert Message Template and how to
- Workflow - Lost item
- Workflow - Damaged item
- Workflow - Item received Damaged in Delivery