MSC
Partners Resource Sharing Group

Policies and Procedures Manual

Adopted March 18, 2014

Updated September 2017

Table of Contents

INTRODUCTION

The MSC Partners Resource Sharing Group (Partners) is a consortium of libraries within the Montana Shared Catalog. Each Partner library opens its collections to the cardholders of all Partner libraries. Within the consortium, a Partner library cardholder in one community can reserve and check out items from a neighboring community or from a library several hundred miles away. Cardholders have access to many more materials, and to more diverse collections, than any one library could offer.

The Partner group's best practices are shaped by library staff across the system, and managed by bylaws, an Executive Committee, monthly meetings, and this document.

These elements are essential for every Partner member's success:

- Membership requires a commitment to sharing resources, and a "borderless" approach to item ownership, clientele and customer service.
- Each Partner library must have the capacity and resources to fulfill its obligations to the consortium and meet increased local demand for materials.
- Libraries must have access to viable transportation options for shipping Partner materials and understand their strategic place in the Partner network.
- The process of sharing materials with other libraries can illuminate differences in cataloging methods, technical services, and collection management. Partner Libraries must follow the standards and guidelines of the Montana Shared Catalog.

For Montana Shared Catalog guidelines on cataloging and circulation, go to:
http://libraries.msl.mt.gov/Home/statewide_projects/montana_shared_catalog/cataloging
For a list of current Partner member libraries, see Appendix I.

A NOTE ON REPORTS
Throughout this document a number of required reports are identified, and guidelines are given for their access and use. These reports help libraries maximize their membership in Partners and meet their obligations to each other. Details about these and other reports, which a library may find useful for collection management and Partner-related tasks, are outlined in Part Six.

PART ONE: CIRCULATION RULES

CARDHOLDERS AND LIBRARIES

- An individual may register for a library card at any Partner Library. Each library sets its own eligibility requirements for cardholders.
- A Partner Library cardholder may use his or her card at any Partner Library.
- Cardholders may return Partner items to any Partner Library.
- Partners adopted a Best Practice of one library card per user in the Partners system of libraries, going forward starting May 2017. Please see Appendix IV for the recommended procedures.

CHECKOUT LIMITS

- An unlimited number of items may be checked out to cardholders with permanent and unrestricted accounts.
- A Partner Library has the discretion to limit the number of check outs for that library's new, temporary, or delinquent cardholder accounts.

CHECKOUT PERIODS

- Check out periods and renewals are determined by item type.
- See Appendix II for a list of item types, checkout periods, and renewal periods.

ACCOUNTS AND FINES

- Cardholders are subject to each Partner Library's fine and fee structure. If overdue fines are charged, the fee is 10 cents per day, per item.
- A Partner Library has the discretion to waive fines for their cardholders.
- Library accounts are blocked if fines or estimated fines total $10 or more.
- Cardholders may pay fines at any Partner Library. Fines paid remain at the collecting library.

PART TWO: HOLDS

Cardholders and Holds

- A cardholder may place up to 40 holds.
- Notification of an available hold is made within 24 hours by phone, email or mail.
- Available holds will expire if not checked out within eight days.
- To pick up a hold for another cardholder, an individual must have proof of permission. Cardholders are subject to the privacy policies of the library they are using for check out.
- Cardholders may elect to pick up their holds at any Partner Library and are subject to the policies of the library they are using for pick up. Staff will not change pick up location of holds unless asked to do so by the cardholder.
- If the pickup location of an available hold is changed, contact the library where the item is currently being held so it can be scanned and put in transit.
- If a cardholder presents an item for checkout that has an on-shelf hold (for another cardholder or Partner Library), proceed with checkout by using the hold override. Other cardholders who have a hold on that item will remain in the queue.
- The default expiration date for a hold is 365 days from the date the hold is placed. Cardholders can change the expiration date when placing a hold, and library staff can modify it at any time.

Clean Holds Shelf

This report generates a list of INACTIVE holds that have been cancelled, removed, or expired or a list of ACTIVE holds that have been suspended. These holds need to be cleared from the Holds shelf each day.

Each Partner library accesses a daily Clean Holds Shelf report in the morning. To access report:

1. Open Workflows via your library's login.
2. Go to: Reports > Finished Reports.
3. Select "Clean Holds Shelf."

Managing inactive holds <u>must</u> be done each day of operation. This is because, when a hold is no longer available, WorkFlows assumes the partner library pulled the item off the hold shelf. The system automatically changes the status of the item to one of the following:

- the item is now on hold for the next patron in line. A hold notice is sent to the next patron notifying it is available for pickup.
- the item is in transit. If it remains in transit for longer than 21 days, the item will appear on long intransit reports.
- the item is back on the shelves and available for checkout.

Not managing inactive holds may confound the holds matrix and may result in delayed service for patrons who are awaiting an item as a hold.

If you cannot find an expired hold, this must be resolved. You can either:

1. Contact your patron to see if they have it in their possession and check it out to them.
2. Check own item out to a trace account
3. If it is a partner item, contact the owning library so they can check it out to trace.

On-Shelf Holds

Each Partner Library is expected to manage and process the On-shelf holds daily.
Contact MSC staff to set up the Onshelf Items Wizard.

Once the wizard appears in your toolbars, Partners should use the following settings:

1. Right click on Onshelf Items and select Properties
2. Make sure that you are on the Behavior tab (no changes are needed on the Helpers tab)
3. Uncheck the boxes for “Allow Mark Item Missing” and “Allow Unfill Hold”
4. Check the box for “Allow Trap Hold” and “Allow Print List”
5. Choose Display options based on your library’s needs and preferences
6. If you would like hold slips or transit slips to print, choose those options at the bottom of the screen. Once checked, you will need to click on each button to configure what will print for each slip.
7. When finished, click OK at the bottom. Next time you close Workflows, make sure you agree to save property changes.

Search for on-shelf items for a maximum of two days. If an on-shelf item cannot be found:

1. Check the item out to your library’s Trace account. If another Partner Library has a copy of that item, the hold will move to that copy. (For more on Trace see “Problem Solving”.)
2. If your library has the only copy and the hold is for your library’s cardholder, remove the hold and notify the cardholder.
3. If your library has the only copy and the hold is for another library’s cardholder, notify the requesting library so that they can remove the hold and inform the cardholder.

Clean Holds Shelf

Each day, the system monitors changes in the status of the items on the holds shelf. If a hold’s availability has expired, been cancelled, or suspended, the system automatically traps the item and indicates it is headed for its next destination. Partner Libraries are expected to process the Clean Holds Shelf report or its equivalent every open day.

- Scan each item on the report and route accordingly.
- If you are unable to locate an item on the report, make an attempt to resolve (e.g., patron contact, shelf check, etc.)
- If the item not found on the holds shelf and it belongs to your library, set the item to Trace.
- If the item is not owned by your library and is not found on the holds shelf, contact the owning library to change the item’s status.

Managing Holds

There are a number of resources and reports that a Partner library can access to help that library provide excellent customer service to cardholders in the Partner group. Each Partner has a different capacity when it comes to collection and record management. It is recommended that as issues arise, Partner libraries address their needs openly and directly with each other and/or with the group.

Purchase Alerts, Holds to Copies, and List Holds reports run weekly and can be used to troubleshoot issues that impact customer service related to holds. With the aid of these reports, libraries should monitor and act on the changing demand for items, purchasing thresholds, and unreasonable wait time for holds.

PART THREE: CATALOGING AND PROCESSING

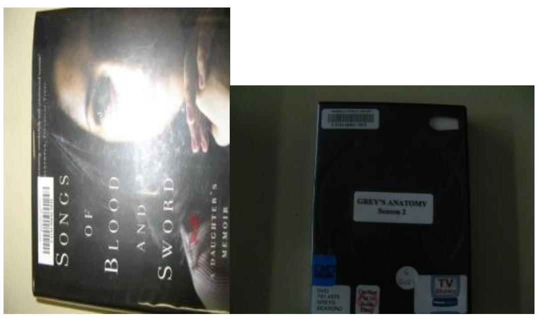
CATALOGING: ITEM TYPES AND CIRCULATION POLICIES

Partner libraries are expected to use a universal set of item types and circulation policies that are mutually agreed on and managed by the Montana Shared Catalog. A spreadsheet of item types and circulation policies used by Partner libraries can be found at: http://docs.msl.mt.gov/slrd/statewide_projects/montana_shared_catalog/partner_libraries/SharingGroupRules.doc

Partner libraries are encouraged to keep the number of home locations to what is necessary. However, selection and use of home locations is an individual library decision.

PROCESSING ITEMS FOR PARTNER SHARING

The Partner group requests that item ID barcodes be horizontally placed on the face of all items in the upper left hand corner, approximately a half inch to one inch from the top, and from the spine.



This ensures quick and easy access for staff at large library systems and Partner hubs, and for cardholders that use self-checkout technology.

PART FOUR: SHIPPING PARTNER MATERIALS

CRATE PACKING GUIDELINES:

- When crates include materials for more than one library, items must be banded together by library and clearly tagged for their destination on the face of the item or bundle. DO NOT attach the tags with tape. Tag items in the equivalent of a bold 18 point font.
- A crate full of items for one library that is going through a hub library must be clearly labeled at the top of the items with the final destination. This prevents a hub library from completely unpacking and scanning items destined for another Partner.
- Partner Libraries are responsible for managing billing and scheduling with their chosen shipping service.
- All crates must be secured with bungee cords and clearly labeled lids. The label should include full name and address for both sending and receiving libraries. Care should be taken to not overfill crates: overfilling leads to damaged crates and spilled contents. **Fill crates only to the bottom of the handles.**

RECEIVING PARTNER MATERIALS

- Check in all items upon arrival at destination library.
- If an item's "Route/Transit to" location is FLOAT-RET, check in the item a second time and route accordingly.

TRANSIT MANAGEMENT

To identify and resolve items that have been In Transit for too long INTRANSIT TO and INTRANSIT FROM reports are run for each Partner library once a week. The reports indicate the date that items were put In Transit. To access the two reports:

Contact MSC Staff to have these reports emailed to you
OR
Open Workflows via your library's login.

- Go to: Reports > finished reports.
- Select "Intransit Stats TO"
- Alternately you may use the "In Transit" wizard in Workflows that produces a real time list of everything in transit TO your library.
- Select "Intransit Stats FROM"

Once a week, all libraries must search their shelves for items in transit over twenty-one days. In Transit To and In Transit From reports list these items that are in transit to and from your library.

- If an item is found on the shelf, discharge the item and route accordingly.
- If an item is not found on the shelf, each library must check out all listed items that they own to their Trace account.
- If a missing item on the reports is not owned by either the sending library ("FROM") or destination library ("TO"), then the sending library must notify the owning library that the item must be checked out to their Trace account.

- When the owning library checks an item out to Trace that is the only copy of the item in the system, the owning library must contact all cardholder libraries who have holds on that item so that they can remove their holds.

A current contact list for Partners can be found at the MSC website at:
http://libraries.msl.mt.gov/Home/statewide_projects/montana_shared_catalog/sharing_groups

PART FIVE: PROBLEM SOLVING

MISSING MATERIALS

If a cardholder returns a Partner Library's item with missing pieces (tape, disc, part of kit, etc):

- Do not check in (discharge) the item.
- Contact the cardholder and ask that they return the missing materials ASAP.
- If allowable, renew the item while the cardholder is searching.
- Keep the item at the library where it was returned until the discrepancy is resolved.
- Leave the item checked out to the cardholder until missing materials are returned, or the cardholder is billed.
- If declared Lost, see Lost Item procedures (next section).

If you receive an item with missing pieces from a Partner Library:

- Do not check in (discharge) the item.
- Notify the sending library; sending library will notify previous cardholder and/or a conduct a search as outlined above.
- Keep the item at the borrowing library until the discrepancy is resolved.

LOST ITEMS

If a patron states that they have lost a checked out item:

- Do NOT check-in the item. In Workflows, use the Mark Item Lost wizard. In most cases the replacement costs will automatically be assessed from the price field contained in the item's bib record.
- If a replacement cost and/or processing fee is not automatically assessed, use whatever default costs are in use by your library.
- Fines paid at collecting library remain at that library.
- Refunds are not available for lost Partner items that are returned or found after patron paid for replacement.

DAMAGED ITEMS

Items received in transit by a Partner library may arrive in need of repair. If there is no notation of the damage already on the item, the receiving library might consider making note of the type of damage on a separate slip and inserting it in the item so that patrons are not charged for pre-existing damage. If the receiving library deems the damage too extensive to warrant check out to a patron, check the item out to the owning library's FLOAT-RET account with a slip noting the type of damage and place the item back in transit to the owning library.

Partner items may be returned in need of repair or beyond repair. Some Partner libraries will accept a good condition copy with the same ISBN as a replacement for the item. Inquire of the owning library if purchasing a replacement is an option for the patron.

If an item belonging to a Partner Library is returned in need of repair:

- Discharge the item.
- If the item has holds, check the item out to the owning library's FLOAT-RET account, overriding any holds. Otherwise, place it in transit to the owning library. Include an initialized slip explaining what damage was noted and the date.

- Upon receipt, the owning library will assess the damage. If the item is not replaced or repaired and it is the only copy of the item in the system, the owning library must contact all cardholder libraries who have holds on that item so that they can remove their holds.

If an item belonging to a Partner Library is returned beyond repair:
- The receiving library shall follow their internal procedures for damaged billing.
- Once the damaged billing issue has been resolved, contact the owning library and inform them about the item's outcome.
- If requested by the owning library, return the item to the owning library by checking the item out to the owning library's FLOAT-RET account, overriding any holds, including an initialized slip explaining what damage was noted and the date.
- If the owning library does not replace the item and it is the only copy of the item in the system, the owning library must contact all cardholder libraries who have holds on that item so that they can remove their holds.

USER CLAIMS RETURNED

If a patron claims to have returned an item that is still checked out to the patron:
- First check the shelves before designating an item User Claims Returned.
- When using the User Claims Returned wizard, the system asks for a date that the item was supposedly returned. Use the **actual due date** to prevent fines from being assessed and overdue notices from being generated.
- Items that User Claims Returned should be looked for at least twice a month for a period of three months.

To access the CLAIMS RETURNED report:
- Open Workflows via your library's login.
- Go to: Reports > finished reports.
- Select "claims return report."

To resolve:
- If the item has not been found within three months, contact the owning library. Owning library must resolve the cardholder's record.
- Check the item in (even though the item is not in hand).
- Once checked in, either Discard or replace item with a new copy.

TRACE

Each Partner Library can access a weekly TRACE report. The Trace account is used when an owning library wants to perform an extended search for items missing from that library's shelves. Items that are checked out to that library's Trace account show up on a Trace report. Library staff can use this report to resolve missing items – either reordering an item or discarding it.

When an item is checked out to Trace and **is the only available copy** to fill a hold **owning libraries must notify libraries that have holds on that item** – so that they can in turn remove holds and notify their cardholders.

FLOATING

Partner Libraries can choose to participate in "floating" collections, thereby sharing items between themselves for extended periods of time. Owning libraries may choose which items to float, and to which libraries, based on Float-Map policies. Some libraries float their newest adult fiction, or only within their branches, for example.   An item that "floats" stays at the library where it last checked in, regardless of the owning library. An item can be taken off a Float status whenever the owning library wishes to recall it, or when a participating library no longer wishes to house it.

Instead of putting FLOAT items In Transit upon being scanned, Workflows instructs staff to shelve FLOAT items at the library where they were last discharged/received. They will remain there until activated for a Hold or until the current library chooses to return them to the owning library.

When a library wishes to return FLOAT items to the owning library:

- Check the item out to the owning library's Float Return account
- Ship the item to the owning library
- While the item is in transit, Workflows will indicate its location as FLOAT-RET

If a float item arrives at a library that is not within the allowed float-map policies for that library, the item will automatically be placed in transit back to the previous owning library, unless the item is there to fill a hold.

When the owning library receives a Float-Return, the item's "Route/Transit to" location will show as FLOAT-RET. Scan the item a second time and Workflows will give the new location for the item.
For a current list of Partner Library Float Account codes, see Appendix I.

FLOAT MANAGEMENT

A library may use the FLOAT-NB (New Book) spreadsheet to determine which items have been floating for six months and need to recalled to an owning library. The Montana Shared Catalog emails this spreadsheet to participating libraries on the first of the month.

A library may also use an OFF-NEW report to determine items whose NEW status has expired after six months and needs to be changed to a regular status. This report is available in Finished Reports only to libraries who request MSC staff to create it.

When using either FLOAT-NB or OFF NEW reports to change library locations for floating items:

- Put a **copy level** Hold on each item for the owning library's Float account.
- Change the pick-up location to the owning library. (Note: Pick-up location must be changed. If not, Workflows sends the item back to the last borrowing library.)

ITEMS EXEMPT FROM PARTNER LENDING

A library may designate some items in its collection as never available for holds and only accessible for check out on site. These exempt materials include:

- Archival materials reserved for in-house use only
- Some equipment (e.g., eReaders, laptops)

- Materials under license
- On-Demand collections, such as Grab-N-Go

For non-holdable items that are “materials under license” and/or part of an “on-demand” collection, the owning library must purchase at least one additional copy that is available to all Partner libraries for holds. Owning libraries should coordinate with MSC staff to create a non-holdable item type (e.g., GRABNGO) circulation rule for items within the exempt collection.

APPENDIX I: CURRENT MEMBERS AND CONTACT LIST

A list of current Partner members and their contact information can be found at the MSC website at: http://libraries.msl.mt.gov/Home/statewide_projects/montana_shared_catalog/sharing_groups

FLOAT AND RETURN ACCOUNTS

All Partner Libraries have either a Float-Ret or Ret account so that items can be set in transit to them by checking out to those accounts. The account information for each library is included in the contact list.

APPENDIX II: ITEM TYPES, CIRCULATION RULES

Items Circulating Throughout Sharing Group

NOTE: all circulation rules in this section are 2 renewals and can be either fine/no fine depending on the library

Red Items are set at the system level & rules are shared by all MSC libraries; use special due date if necessary.

Item Type	Description	Rule
CASSETTE	Cassettes	28 days fine or no fine
BOOK	Books, including Paperbacks	28 days fine or no fine
CD	CDs and CD-ROMS	28 days fine or no fine
CIRC-MAG	Circulating Magazines	14 days fine or no fine
DVD	Videos on DVD	14 days fine or no fine
FLOAT-AUD	Floating Audio	14 days fine or no fine
FLOAT-NB	Floating New Books	14 days fine or no fine
KIT	Book and other kits (shadow if needed)	28 days fine or no fine
MAG-PER	Magazines and periodicals	NON-CIRC w/14 day override
MUSIC	Music recordings	14 days fine or no fine
NEW	New materials, books or otherwise	14 days fine or no fine
NONCIRC	Generally non-circulating materials	NON-CIRC w/14 day override
DVD	VHS	28 days fine or no fine

Local/In-House Use Items

Item Type	Description
ACCESSORY	Accessories, toys, realia, other odd items
AV	Audio-Visual
GRABNGO	Used for GRABNGO
COMPUTER	Use for all computers
SCH-AV	Used for license-restricted items
EQUIPMENT	AV and other equipment, except e-readers & computers
ILL-MAT	Inter-Library loan materials
MEDIA-EQUP	E-Readers and Tablets
PROF-MAT	Professional School Materials, restricted rules
RESERVE (schools only)	Class reserve materials

Does Not Circulate Under Any Circumstances – No Circ Rule Needed

Item Type	Description
ARCHIVE	Archive materials that are not allowed to circulate
DIG-AUD	Digital materials – no circulation rule needed
DIG-BOOK	Digital materials – no circulation rule needed
DIGITAL	Digital materials – no circulation rule needed
EPHEMERAL	Using the Ephemeral wizard requires no circ rule
MAP	Maps
MICROFORM	Microform

APPENDIX III: More on Holds

The Holds Matrix

Hold requests are fulfilled in a strategic order that is determined by the Partners group and maintained by MSC staff. A downloadable spreadsheet of the matrix can be found at:
http://libraries.msl.mt.gov/Home/statewide_projects/montana_shared_catalog/sharing_groups
Click on the Excel document "Partners Order of Holds Fill Matrix."

Partner Reports

The Montana Shared Catalog is responsible for running daily reports that Partner libraries use to manage their holds and share their items. There are two kinds of reports: Some reports are run to trigger activity in the system; others are run so that library staff can access them and perform certain tasks. Here is an overview of these reports:

- **Pull Onshelf Holds**: the Onshelf Items wizard is a "live" list of items that need to be pulled to fulfill holds.
- **Holds pickup notices**: (Daily) these are email or printed notices notifying cardholders that a hold is available and ready for pick up.
- **Expire Available Holds**: (Daily) this report selects holds that are on the "available holds shelf" but have not been picked up on or before the Pickup By date in the hold record. The hold status is changed to "INACTIVE" with a hold reason of "EXP_ONSHELF". Libraries can contact patrons and let them know, if they wish, though it is not required.
- **Clean Holds Shelf**: (Daily) generates a list of INACTIVE holds that have been cancelled, removed, or expired or a list of ACTIVE holds that have been suspended. These holds need to be cleared from the Holds shelf. Items will either become available to the next person who has a hold at the library, or will move automatically to INSTRANSIT if they are filling a hold elsewhere or returning to the owning library. To ensure that items get transited to the proper place, or to produce shipping or holds slips, check each item in once you have pulled it off of the holds shelf.

None of these reports actually remove the holds from the system. They merely change status and/or provide holds management info and notices. A Partner Library should consult Montana Shared Catalog staff about changing defaults and establishing preferences. MSC staff may also be able to create customized reports for individual libraries based on unique needs.

- **Holds to Copies:** (Monthly) This report shows libraries which titles have a high ratio of holds (for their patrons) to available items. Libraries may use this report to find popular items that they should buy. Each library can set the threshold they want for this report. For example, the report might show all titles that have three holds from a specific library for each available copy.
- **Purchase Alert:** (Monthly) This report produces a list of titles that have more than a set number of holds. Again, each library can set the threshold. For example, the report can show all Partner titles with more than three holds. As with the Holds to Copies report, libraries may use this list to guide them in purchasing materials for their library. The report can also be used to find titles that have multiple holds because there is a problem, such as the sole copy on the title being checked out to BINDERY.
- **List Holds Over X Days/Months Old:** To ensure that patrons do not wait an unreasonable amount of time for their holds, some libraries run List Holds reports for items that have been on hold for a long period. Two reports can be run to identify problems: one report for a library's holdings that

are on hold; and a second report on holds by a library's patrons. Reports can include holds over 60, 90, or 120 days.

It is each Partner's discretion as to how to resolve unfulfilled holds. However, when an item is determined to be unavailable in the system – for any reason – **owning libraries must notify Partner libraries that have holds on that item**. Requesting libraries can then pursue other borrowing options, purchase a copy, or remove holds and notify cardholders.

- **List Transits FROM:** (Weekly) Lists items that have been in-transit *from* other libraries in the group to the report library for 2 weeks or longer. Libraries should keep an eye out for these items as they may be lost in transit.
- **List Transits TO:** (Weekly) Lists items that have in-transit *to* other libraries in the group from the report library for 2 weeks or longer. Libraries should keep an eye out for these items as they may be lost in transit.
- **Weekly Holds Filled:** (Weekly) Stats on number of holds filled during the past week in which report library was the pickup library.
- **Intransit Stats FROM:** (Monthly) Stats for the number of items sent in-transit *from* other libraries in group to report library.
- **Intransit Stats TO:** (Monthly) Stats for the number of items sent in-transit *to* other libraries in group from report library.

APPENDIX IV: PARTNERS TASK FORCE SINGLE PARTNERS CARD RECOMMENDED PROCEDURES

Partners adopted a **Best Practice** of one library card per user in the **Partners** system of libraries, going forward starting May 2017. The library card that remains active is ultimately the patron's choice.

You may want to encourage the patron to get the card from the library they visit most so that library can modify and have full access to their account in order to best serve them.

ADDING/UPDATING PATRON RECORDS

When adding or updating a patron record to the **Partners** database, the following fields must be completed to provide enough identifying information to determine whether there is a duplicate in the system. Please use these specific field names:

BASIC INFO TAB:

- FIRST NAME
- MIDDLE NAME
- LAST NAME

DEMOGRAPHICS TAB:

- BIRTH DATE

ADDRESSES TAB:

Each address should be listed separately in Address 1, Address 2, or Address 3.

- PHONE (Enter at least one phone number in one of the phone fields – the first "phone" field listed will be the phone number printed on hold notices)
- STREET
- CITY/STATE
- ZIP
- EMAIL (if available)

BEST PRACTICE FOR ADDRESSES:

It is recommended that both a physical and mailing address (if different) be entered into the database. The mailing address should be marked as Primary.

When renewing privilege and/or updating patron records, it is recommended that you do not read the phone or address to the patron, but rather require them to tell you their address and phone number. This avoids the auto-reply of *Yes* even if the information is not completely accurate.

PATRONS WITH MULTIPLE CARDS IN THE SYSTEM

Before adding a new patron record, do a search of the MSC Partners database (change "in this library" to PARTNERGRP). A search by name should be conducted and compared to middle name and date of birth to be verified against any possible matches. If a match is found, the following script will guide you in assisting the patron:

It looks as though you currently have an active card at_________Library. Did you know that your current library card can be used to checkout items from over 30 Partner libraries in Montana, including ours? You only need one card in our Partners system. If you find that you will be using our library most frequently, then I can cancel your_______________Library card and open a new one for you here. The advantage to this is that only the library with which you have a card has access to make changes to your information and to renew your card. Would you prefer to keep your___card or would you like me to cancel that card and get you a new card here?

BEST PRACTICE

If the patron prefers a new card, ask if they use Overdrive and have holds on audiobooks or e-books. If they do, you can merge their user IDs in Overdrive. Instructions to do this are included in the document *Partners Sharing Group Replacement Card Procedure*.

PATRONS WITH MULTIPLE CARDS AND FINES/FEES

After searching for possible duplicate accounts, if you find that the patron has a card at another library and owes money, you may inform the patron that they must pay off their fines/fees before a new card can be issued and the old card cancelled. Per the *MSC Partners Resource Sharing Group Policies and Procedures Manual* under *Part One: Circulation Rules*, "Cardholders may pay fines at any Partner Library. Fines paid remain at the collecting library." The following script will guide you in informing the patron:

I see that you have a card with________Library and that you owe $____.__ on that card. Before I can cancel that card and issue you a new card here, you will need to pay off the fines and fees owed to__________________________Library. You may pay your fines at this library or at_______________________________Library.

REMOVING DUPLICATE PATRON RECORDS

To cancel a patron card at a library other than your own, phone the other library or send an email to the address listed on the *MSC Partner Contact List* with subject line: **DUPLICATE PATRON RECORD: REMOVE CARD**. Provide the barcode number and name so that staff at the receiving library can delete the patron. This should be done as needed, but should not exceed one week after the new record is added.