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# NASSAU LIBRARY SYSTEM

*Strengthening Nassau's Public Libraries*



## MEMBER LIBRARY BOARD VOTE [CORRECTED]

### Request for Member Library Approval of the NLS Resource Sharing Code

It is requested that Member Library Boards vote to approve the revised NLS Resource Sharing Code at their **January, 2017 meetings**. The NYS Division of Library Development (DLD) will not approve NLS' Plan of Service until we have submitted an approved Resource Sharing Code.

This Resource Sharing Code document delineates the requirements for sharing of resources among the member libraries and related policy issues. It includes things that are mandated in the Regulations of the State Commission of Education (which have the force of law) as well as things which improve the customer service that libraries provide.

The existing Resource Sharing Code was last revised in 2003. Many things have changed since then due in large part to the technological advances and the increasing use of technology by libraries.

A MLD (Member Library Director Committee) with NLS and ALIS liaisons drafted the revised code which was reviewed and discussed at MLD meetings and changes were made based on member library director feedback. The Committee considered many changes to the existing code, discussing the ramifications of each potential change in depth.

A major goal of this revision was to **remove unnecessary obstacles to resource sharing and improve the quality of the experiences of library users** by making transactions and problem-solving simpler and quicker and by allowing this to take place **at any NLS member library a patron uses not just their home library** in as many cases as possible.

Please fill in this form **completely** indicating: (1) library name; (2) whether the Board voted to approve or disapprove this request; (3) the date of the board meeting at which the vote was held; and (4) the number of votes for, against, and the number of abstentions.

An **original signature** is required. Please also **print legibly** or **type** the signer's name.

**Please return a paper copy of the completed form with original signature to Jackie Thresher at NLS.**

Please do **not** fax or send the completed form as an email attachment.

The Board of Trustees of the \_\_\_\_\_ Library voted to

\_\_\_ approve / \_\_\_ disapprove the NLS RESOURCE SHARING CODE at a meeting held on

\_\_\_\_\_, 2017. The vote was: \_\_\_ In Favor \_\_\_ Against \_\_\_ Abstained

Signature of the President of the Board: \_\_\_\_\_

*(or the trustee who presided at the meeting at which the vote was taken)*

President's Name (*typed or printed legibly*): \_\_\_\_\_

*(or the trustee who presided at the meeting at which the vote was taken)*

## Revised NLS Resource Sharing Code – Major Changes

Report of the Chair of the MLD Resource Sharing Committee, Arlene Nevens (Director, Sea Cliff Library)  
at the NLS Annual Meeting on December 6, 2016

The last revision of the Resource Sharing Code was done 10 years ago in 2003. Since then, our patrons have become more mobile, often traveling to several different libraries, and have come to expect greater convenience. Currently, our libraries continue to depend on sending someone back to their home library to handle problems. This is often an obstacle to library use and affects our customers' perceptions of us. For this revision of the Code, we concentrated on how to make transactions and problem-solving simpler for patrons so that problems which come up can be handled quickly and easily at any library, not just at the patron's home library. Below are explanations of the major changes in this proposed revision of the Resource Sharing Code.

### **Allow patrons to borrow using a current, valid photo ID, or a digital library card stored in a mobile device**

A change in this proposed Code is to require libraries to accept photo ID or a digital library card stored in a mobile device as a valid means of borrowing rather than requiring the physical library card. We have all noticed in recent years that patrons often don't carry their library cards or their key tags. Because we are computerized, the perception is that we should be able to look up a person if they present, for example, a driver's license, rather than their card. Indeed, because we are automated, we can check to be sure the address in the computer record matches the one on the photo ID, thereby verifying the identity of the cardholder and allowing him/her to check out items.

### **Override a block on an expired library card if the expiration date is within one month**

Although all library cards have an expiration date in the ALIS online system, many library cards and the key tags that are so popular now do not show the expiration date. Sometimes a patron does not realize that their card has expired. If the card has expired, the patron currently has to travel back to their home library to renew their card. However, we believe that it is better customer service to allow for a short grace period of one month. We have all experienced situations where the person's card expired just last week but they are then not permitted to check out materials.

### **Allow patrons to place holds at a library other than their home library**

Patrons use a library other than their home library for a variety of reasons – they work in the other library's district, they live closer to the other library, etc. Patrons can already place holds themselves from anywhere through their home computer, work computer, or any other computer or mobile device that can access the Internet, but it is reasonable for a patron to expect that a staff member will place a hold for them at another library for pick-up at their home library. Since the patron will have to make a trip back to their home library to pick up the item anyway, we would like to save them a trip so they don't have to travel to their home library just to have a staff member place a hold for them.

It is **not** recommended that libraries allow pick-up at a library other than the patron's home library because this has hold queue implications (for a very popular book, other libraries' patrons may then be mixed in with your library's patrons on the list of people waiting for the book). **However, a library can choose to extend this courtesy, but it is not required by the Code.**