

MVLC Out-of-State Borrowers Information Sheet for Library Staff

3/16/05

Why are we changing/refining/codifying our policy?

- **To avoid confusion.** There is a lot of confusion about our network policy for out-of-state borrower cards. We need to clarify our policy so all library staff implement policies and procedures uniformly.
- **To take into account non-certification of MA libraries.** We needed to address the situation, in which an area library becomes decertified due to a failure to meet state standards. Many of the Boards of Trustees of MVLC libraries have instituted a policy against loaning materials or issuing network cards to residents of a decertified community, yet libraries continue to “sell” cards to out-of-state residents. This is confusing to the public and could be a public relations nightmare.
- **To factor in the cost of network transfers.** MVLC libraries are struggling to manage the increased workload and expense involved in network transfers. We need to place reasonable limits on services to residents of other states, and price this expensive service accordingly.

What is our new policy?

- **Individual libraries may give or sell ‘local-use-only’ cards to anyone they want.** Local-use-only cards have a 5555 pin and a block to indicate they are local-use-only (see specific circulation procedures in attached sheets). **The 5555 pin number is for staff-use only and should NOT be revealed to library patrons.** These cards can only be used in the local library. Holds can only be placed on local items by staff (no network transfers!) – patrons cannot do it themselves online because the online catalog does not enable the placing of local holds only. You can only do that in Horizon Staff PAC.
- **Free network cards may only be given to the following categories of out-of-state patrons:**
 - Local library and MVLC staff
 - Local property owners who show a tax bill
 - Educational and other nonprofit institutions – this means that the institution, not the individual, is entitled to a card
- **NOBLE/Minuteman do give network cards to out-of-state residents for free.** When an out-of-state resident brings in a NOBLE card, you may register them for a local use card if you so decide, but you should not give them a free network card. They may purchase a network card for \$75.
- **Out-of-state patrons who do not fit into the above three categories may purchase a network card for \$75 per year**
- **PER VOTE OF THE MVLC EXECUTIVE BOARD, during any period when a library in MVLC or in an MVLC-contiguous community in another network is not certified due to closure or a failure to meet state standards, the sale of *new* network cards to out-of-state residents will be suspended. Member libraries may also request that the MVLC Executive Committee activate this policy if a nearby community in another network becomes noncertified and it begins to affect their services. If we cannot extend network privileges during this period to in-state residents from noncertified libraries, it is not appropriate or equitable to offer these services to out-of-state residents applying for new cards. However if a**

patron has purchased a network card *prior* to the decertification of an area library, the card will remain valid and be eligible for renewal. This practice will prevent undue hardship on libraries that depend on recurring out-of-state registrations for income. Local-use-only cards may be issued at the discretion of individual libraries and their governing authorities at any time.

Counter Arguments for out-of-state people who complain about the policy

- **I pay MA state income tax so I should get MA library service**
 - Libraries actually get VERY little state support
 - For those libraries that give local use cards for free, you can explain that they get the local use card for their tax dollars
 - Remind them that although they pay state taxes they are NOT entitled to most state services (schools, police/fire protection, etc.) including library use.
- **I'm a teacher and I need the material for my classroom**
 - Your school media center can borrow the materials for you
 - Your local out-of-state library can make a request to any other library to borrow the material. Most libraries will lend it.
- **\$75 is too much money to pay**
 - For that fee you get the use of 30 libraries. In NH you have to pay a separate fee for every library you want to use. Most of those fees are in the \$75 range
 - It costs a lot of money to provide library service – \$75 is actually a bargain, as you can borrow millions of items, including films, CDs, audio books, etc.
- **If I'm paying \$75, I want a family card**
 - There is no way for our computer software to handle family cards
 - Because of this, we have no network family cards
- **Librarians should offer library service to whoever wants it**
 - You may walk in and use any materials you want in any MVLC library
 - All MVLC libraries will try to answer your reference question
 - Individual libraries, however, don't have the right to offer you the ability to check out materials owned by other libraries

Use the space below to specify your individual library's policy for issuing local-use-only cards.

Circulation Procedures for Patrons who don't live in your town

Patrons who work in your town:

1. If patron works in your town, but lives out of state, use your library's own policy as determining factors on whom you give a free "local-use-only" card.
2. Make sure you include local (work) address, local (work) phone number and permanent home address for patron somewhere in the record.
3. All Out-of-state free "local-use-only" cards must have a 5555 pin number entered. **This pin number is for staff-use only and should NOT be revealed to library patrons.**
4. All Out-of-State free "local-use-only" cards should have expiration dates entered for one year from issue so that employment in town can be verified yearly.
5. Select "Blocks" from the top task bar, select "Add Fee" –then select the third choice "Fees" and enter \$0.00 for amount. Type "local-use -only" and your town name in the comment space. This Block selection is the best one to use, as it will place the message at the top of the screen and enable the circulation staff to view it each time the patron checks out. (Using the "Add Note" option --whether you use the "Add Comment" selection or the "Add Message" selection -- places the message too far down on the screen.)
6. Complete data entry process, as you would normally do at your library.

Patrons who do not live in your town but live in MA:

1. If patron lives in a town that belongs to your consortium, patron must get library card from town they live in. They can then use it at your library.
2. If patron lives in MA but not in one of your consortium's towns, but they have a library card from their own MA community, enter their current library card. Otherwise, a network card may be issued.

Patrons who do not live in MA but would like Network Cards:

1. If patron lives out of state but wants a network card, they must pay \$75.
2. Enter local address, local phone number and permanent home address for patron.
3. All Network Cards use patron's choice of number for pin number – default entry is the last 4 digits of phone number.
4. All Network Cards should have expiration dates entered for one year from issue.
5. When registering an out-of-state patron, make sure to add the following note in the comment space on the patron record: "Card issued by (your library code); renewal fee due

xx/xx/xx (a one year expiration date)." There is no need to use the "Add Fee" block as noted above because unlike local-use-only cards, network cards can be used for all network functions. We are only concerned about renewing the card once it has expired. Entering a one-year expiration date will automatically generate a block that will appear on the screen to prompt us when the renewal time is near.

6. Complete data entry process, as you would normally do at your library.