

**Partner's Meeting**  
Lewistown, MT May 3<sup>rd</sup>, 2012

Agenda:

- Minutes
- Critelli update/Q&A (MSLA)
- Claims-Returned issues: limits, Partner responsibilities. etc. (NVPL)
- Patron holds at non-home library (Melody)
- Patrons with blocked cards/patrons with multiple Partner cards-tabled from last meeting (WCL)
- In-transit trace (MPL)

Meeting was called to order by Chairperson Dawn Kingstad.

Roll Call: all Partner libraries were present. Guests were from Plains library (interested in joining), Parmly Billings Library, and Lincoln County libraries (just listening), MSC staff  
In-transit/trace was added to the agenda

Critelli update: Patty (Kalispell) seems to be filling out multiple pick-up forms, but likes that they bill once a month. Please fill out ILL slips correctly. Mary Kay (Colstrip) asked if the ILL check out time could be longer, could we be more generous with the due date because of the lag in transportation. Honore (Missoula) suggested Partners be added to the couriers list serve, and the 28 days is the check out standard. We may have a higher number of libraries using the service. Send all ILL from Miles City through Butte. Critelli has liability insurance to cover all costs if books are lost or damaged. Marilyn (Polson) asked why we aren't using the bus because it was a faster delivery system. It took 5 days to get books to Polson from Missoula. Maybe this is because the system is new to Critelli. Cheri (Forsyth) be sure to use the correct delivery address. Honore (Missoula) if you like the new system send your thanks to John Finn. He was the person who originally contacted them about service. We may need an updated list serve for Partners items. Kim (Kalispell) we might be able to track turn around times by sending a book to each library we serve. We might just need to be patient and let Critelli get use to the system, and sort out their own issues. They are easy to work with, and the cost is very reasonable.

Claims Returned issues: Desiree (NVPL) doesn't limit claims returned. Can they be limited? Honore (Missoula) said they have a policy in place. Two active at a time, pay for anything else. If you want to reset your claims returned number, call Melody.

Patron holds at non-home library: Melody (MSC) don't send things back, check with the person first. If they are having it sent to your library they may be in your community. Try not to second guess the patrons.

Patrons with blocked cards, etc.: Joey (Whitefish) it hasn't been a major problem, but what do most of us do? Pay down to under \$10.00, but again this is a Board Policy, along with any issues with library cards, blocked patrons, privacy issues, fines, all need to be set by Library Board Policies.

In-transit/trace: Liz (MPL) Please follow proper procedures for transit reports. Items still in-transit needed to be checked. All libraries need to do a clean-up. Melody will send each library a list of items over 2 months. Schedule a transit search, follow directions for each procedure. Try to stay on top of housekeeping to keep the system working efficiently. Maybe we could put together a check list of the procedures and reports we should be following.

Next meeting scheduled for July 17<sup>th</sup> at noon via telephone.

Meeting adjourned.

Sonja (MCPL)