Michigan eLibrary
Supporting Michigan Libraries

Lakeland Library Cooperative: MeLCat Processing Basics

LIBRARY OF MICHIGAN

MCLS

The MeL project was made possible in part by the Institute of Museum and Library Services through the Library of Michigan.

Michigan eLibrary

INSTITUTE of Museum and Library SERVICES

LIBRARY OF MICHIGAN

Agenda

- Policies
- MeLCat process overview
  - Lending
  - Borrowing
- Reports overview
- Lost and damaged items
- Statistics
- Getting help

Things to Remember

- MeLCat vs. RIDES
  - MeLCat Policies -> https://mcls.org/melcatpolicies
    - Cataloging
    - Resource Sharing
  - RIDES policies -> https://mcls.org/ridespolicies
    - While Lakeland libraries do not get direct RIDES delivery, things sent to other MeLCat libraries do get put into RIDES delivery
- All the flavors of libraries who participate in MeLCat
  - We have Local III (Sierra) sites, DCB sites, DCB sites who use NCIP, libraries connected via API

Cataloging Policies Overview

- Libraries
  - Catalog records locally using our standards
    - https://mcls.org/melcatbestpractices
    - eResource records - use an 856 $z
  - Add and maintain holdings
    - Update records daily
      - Deletions daily
    - Include circulation status
    - Provide barcodes for all requestable items
  - Contribute records for materials in permanent collection
  - Do NOT contribute records for:
    - Rental/on order items, temporary records, equipment, individual issues of periodicals, eBooks, or streaming multimedia
  - May use the MeLCat database itself as a z39.50 target

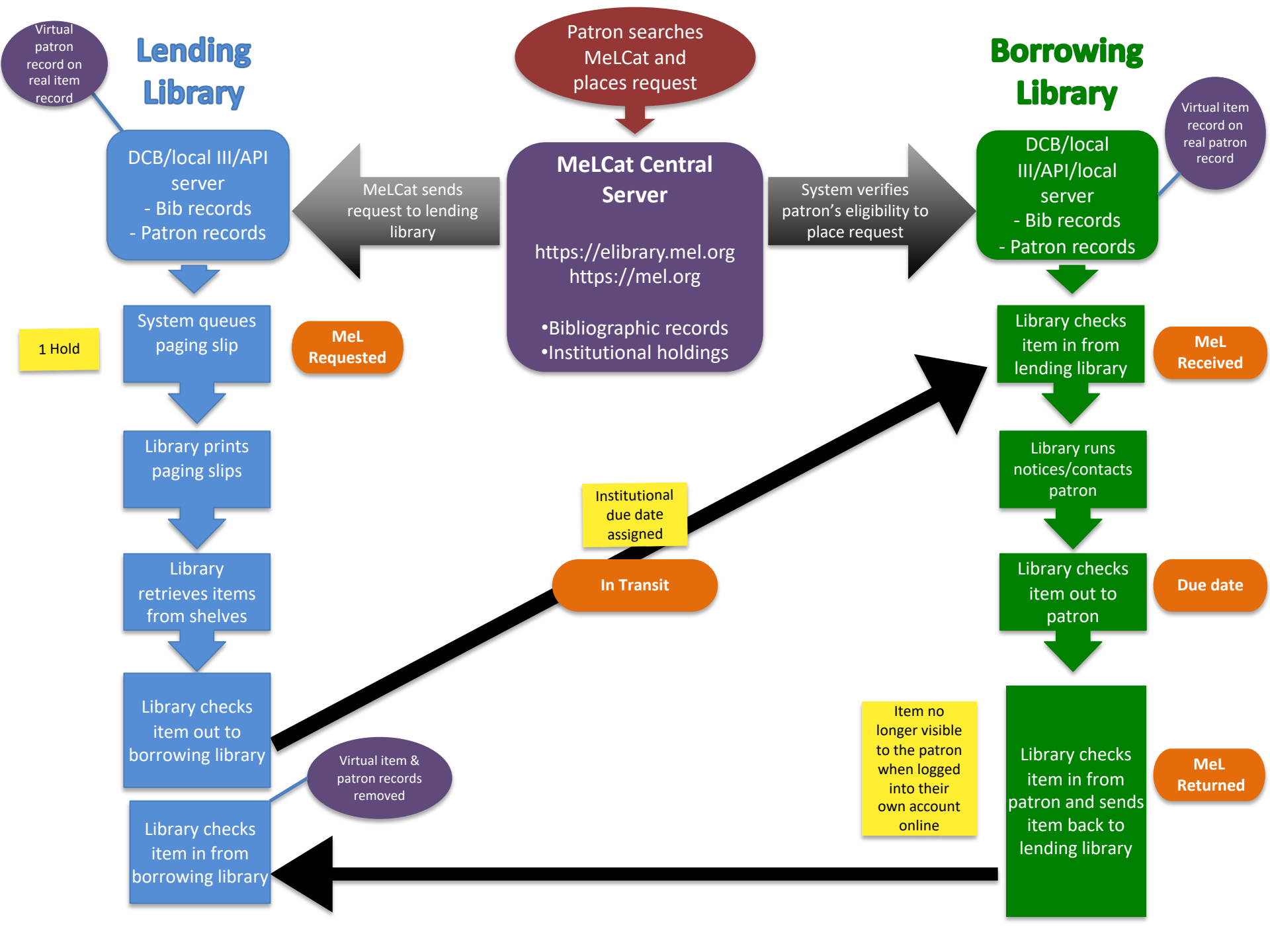# Resource Sharing Policies Overview

- Libraries
  - Decide what can be requested
  - Decide which patron groups can request
    - Provide patron records with
      - Name, barcode, patron type, email address
  - Do not charge MeLCat fees
  - Participate in RIDES
    - The Lakeland offices get direct RIDES delivery
  - Process requests within 2 weekdays
  - Process returned materials within 2 weekdays
  - Run reports to keep track of transactions
  - Notify us in advance of closures/need for suspension of service
  - **Optional:**
  - Choose Visiting Patron status
    - Local limits on specific formats may apply
  - Choose AV lending status

Circulation Policies

- Regular loan
  - 38 days (between libraries)
  - 28 days (to patrons)
  - One optional 28 day renewal
- Short AV loan
  - 24 days (between libraries)
  - 14 days (to patrons)
  - No renewals
- Pickup time: 10 days
- May charge your own patron
  - Overdue fees
  - Damaged fees
  - Replacement costs
- Library staff allowed to renew overdue materials if no more than a week overdue
- Maximum number of MeLCat transactions per account -> 70

MeLCat Processing

- Life cycle of a MeLCat request
- Lending
- Borrowing

Virtual patron record on real item record

Lending Library

Patron searches MeLCat and places request

Borrowing Library

Virtual item record on real patron record

DCB/local III/API server
- Bib records
- Patron records

MeLCat sends request to lending library

MeLCat Central Server

https://elibrary.mel.org
https://mel.org

•Bibliographic records
•Institutional holdings

System verifies patron's eligibility to place request

DCB/local III/API/local server
- Bib records
- Patron records

System queues paging slip

MeL Requested

1 Hold

Library checks item in from lending library

MeL Received

Library prints paging slips

Library runs notices/contacts patron

Institutional due date assigned

Library retrieves items from shelves

In Transit

Library checks item out to patron

Due date

Library checks item out to borrowing library

Virtual item & patron records removed

Item no longer visible to the patron when logged into their own account online

Library checks item in from patron and sends item back to lending library

MeL Returned

Library checks item in from borrowing library

Lending

1. [Print INN-Reach Paging Slips](#)
   - o   Notices -> INN-Reach Paging Slips
2. Retrieve items from shelves
3. [Check out to borrowing library](#)
   - o [Transfer requests](#)(same item – different barcode) to fill
   - o [Cancel any requests](#)unable to be filled
4. Attach a [MeLCat Identifier](#)to the items
5. Insert the paging slip into the item (if it isn't used as a MeLCat Identifier)
6. [Print out a RIDES label](#)and package items
   - o   https://mcls.org/rideslabels
   - o   https://mcls.org/ridesprocedures
7. Ship items to the borrowing library
8. [Check in returned items](#)

Paging Slips

01-28-18 03:00PM

A MeLCat request has been placed on the following item by the patron listed below. Please pull this item, check it out to this library on MeLCat, and send it to the library location given below.

Chippewa River District Library
301 S. University
Mt. Pleasant, MI 48858
zv234

Fremont Township Lib
CALL NO: JE PBK
AUTHOR: Farber, Erica
TITLE: Roast and toast
BARCODE: 34040000418869
REC NO: i14167300x
SHELVING: Fremont Twp [WNJEPB]

Phineas G. Smith
zv169
Howell Carnegie Dist Library
LOCATION: zv169
MeL Public Library Adult

01-28-18 03:00PM

The item below is now available for pickup at designated location.

Howell Carnegie Dist Library
zv169 Howell Carnegie Dist Lib

Fremont Township Lib
CALL NO: JE PBK
AUTHOR: Farber, Erica
TITLE: Roast and toast
BARCODE: 34040000418869
REC NO: i14167300x
PICKUP AT: Howell Carnegie DL

Phineas G. Smith
zv169

7:1

09/25/2018

A MeLCat request has been placed on the following item:

Lending Library:
zMeL Test Library2
1407 Rensen St, Ste 1
Lansing, MI 48910

Shelving Location:
Teen Fiction

Call Number:
TEST ITEM

Volume:

Author:
Schaubman, Debbi

Title:
iii zymt2 southgate test

Barcode:
36951431

Record#:
i17146820x

SHIP TO:

Pickup At:
Halifax

RIDES Lookup:
zymtc MeL Test LibraryC Halifax

Institution:
zMeL Test LibraryC

Patron Name:
Holmes, Sherlock

Michigan eLibrary

Borrowing library:
zymtc MeL Test LibraryC Halifax

Agency Code:

PATRON DUE DATE:

DO NOT REMOVE THIS BAND

Lending library:
zymt2 zMeL Test Library2 – Teen Fiction
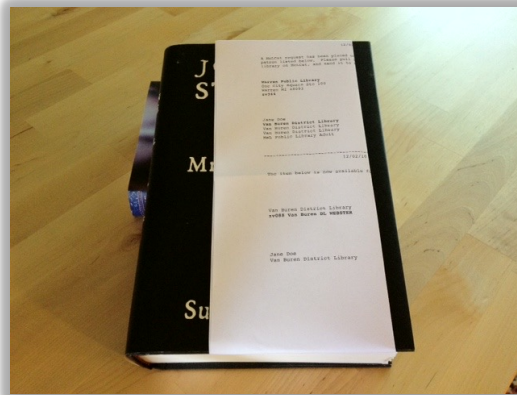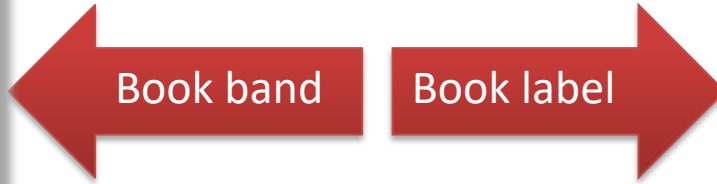
Agency Code:

BARCODE:
36951431

PATRON NAME:
Holmes, Sherlock

By accepting this loan, you agree to pay all overdue fees, fines and/or replacement costs.

Failure to return items promptly may result in the loss of borrowing privileges.

MeLCat is a statewide multi–type library resource sharing program funded with an LSTA grant provided by the Institute of Museum and Library Services and administered by the Library of Michigan.

Holmes, Sherlock

Patron Phone Number:
800–530–9019

Hold Expiration Date:
_____

RETURN TO:

zMeL Test Library2
zymt2

MeLCat Identifier

- Materials on MeLCat loan need to be clearly marked
  - To identify/brand the MeLCat service for users
  - To identify/brand MeLCat items for library staff to process materials
- Three options
  - https://mcls.org/melcatidtemplates
    - Book band
    - Book label
    - INN-Reach paging slips used as a book band

This MeLCat item comes to you through:

Michigan eLibrary

https://www.mel.org

Lending Library: Bishops Lacey PL
Agency Code: zv499
NO PACK

DO NOT REMOVE THIS BAND

Borrowing Library:

Agency Code:

PATRON DUE DATE:

By accepting this loan, you agree to pay all overdue fees, fines and/or replacement costs. Failure to return items promptly may result in the loss of borrowing privileges.

MeLCat is a statewide multi-type library resource sharing program. Support for the Michigan eLibrary program is provided in part by the Institute of Museum and Library Services through the Library of Michigan, part of the Michigan Department of Education.

Revised 01/15/20

Book band ← → **Book label**

DO NOT REMOVE

MeL
Michigan eLibrary

Lending library: **Bishops Lacey PL**

Agency code: **zv499**   **NO PACK**

Borrowing library:

Agency code:

Patron due date:

MeLCat is a statewide multi-type library resource sharing program. Support for the Michigan eLibrary program is provided in part by the Institute of Museum and Library Services through the Library of Michigan, part of the Michigan Department of Education.

MeLCat paging slip ← →

Mini Book label →
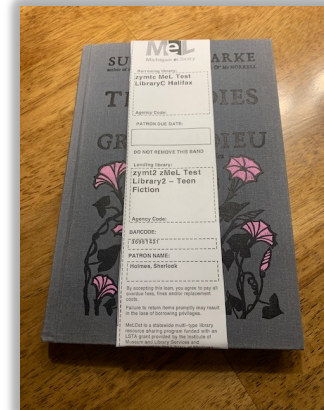
DO NOT REMOVE
Lending library: **zv499 Bishops Lacey PL**
NO PACK

Borrowing library:

Patron due date:

MeL
Michigan eLibrary

Borrowing

1. Check in items your patrons requested
   - May need to do the **Insert Barcode** procedure
2. Notify patrons their items are ready for pick-up
   - May use the **Notices** mode -> **Hold Pickup Only/Pickup and Cancellation**
3. When patrons arrive, check out items
4. When items are returned, check them in
5. Print RIDES labels for items and package them
   - https://mcls.org/rideslabels
   - https://mcls.org/ridesprocedures
6. Ship items back to lending libraries

Any processing questions?

Reports

- Help you find lost items or broken holds
  - Library follow-up
    - Use MeLCat Contacts: https://mcls.org/melcatcontacts
      - Lost patron items
      - Lost/missing in delivery items
        - » https://mcls.org/rideshelp
      - Pesky broken holds/transactions
- Reimbursement
  - MeLCat -> 3 months for contact; 7 months for invoice
  - RIDES -> within 60 days of items being put in delivery
- Reports Webinar
  - https://mcls.org/melcatwebinars

Reports Frequency

Daily	Twice a Week	Weekly
• Received too long	• Paged too long • Requested too long	• Institutional Overdues • Returned too long • In transit too long

Reports Basics

1. Access the **Reports** mode
   - Local III sites -> **INN-Reach** mode -> **Reports** -> Choose a **Report Type**
2. Run the report
   - Instructions: https://mcls.org/melcatreports
3. Check for items based on what report you are running
4. Follow-up
   - Check with other libraries: https://mcls.org/melcatcontacts
   - May need to submit lost/missing in delivery reports to RIDES: https://mcls.org/rideshelp (for **Returned**/**In transit too long** reports)
5. Invoice/Pay for lost materials/Clear transactions

General Lost & Damaged Items Things

- **Borrowing Library**
  - Responsible for borrowed material **from the time it leaves the lending library until it has been returned to and received by the lending library**
    - Includes Visiting Patron checkouts as well
- **Lending Library**
  - Must initiate contact with the borrowing library within three months of the institutional due date
  - Invoices must be issued within seven months of the institutional due date

Patron Lost & Damaged Items

Borrowing Library

- Must respond to an invoice (from the lending library) within a month of its issuance
- Payment is expected within three months

Patron Lost & Damaged Items Policy

Lending Library

- Refers any patrons (from the borrowing library) who contact them about issues to their home (the borrowing) libraries

- Decides the amount to charge for any lost/damaged items

- May charge a nominal processing fee

MeLCat Lost & Damaged Items Procedure

NEVER immediately check in an item if it is lost/damaged

1. Lending library invoices the borrowing library according to local policy
2. Borrowing library pays lending library
3. Borrowing library collects from their patron
4. Once payment is received, lending library checks in the item on the local III client
5. Lending library updates their local holdings

RIDES Lost/Missing in Delivery

- Borrowing library is responsible for
  - Keeping track of materials missing in delivery between libraries
    - In transit too long report
    - Returned too long report
      - Submits lost/missing reports to the RIDES Assistance Form: https://mcls.org/rideshelp within 60 days of the item being put into delivery
    - Follow-up when asked by RIDES
    - Payment to the lending library for eligible lost material after the entire RIDES process is complete
    - Collecting any possible reimbursement from RIDES

Note: not all items lost in RIDES are eligible for reimbursement

RIDES Damaged Items

- **No Pack libraries** accept full financial responsibility for their own **books**
  - They may not invoice borrowing Iibraries, RIDES/courier, for damaged **books**
- The **sending library** assumes all responsibility for items sent through RIDES packaged improperly
- Reimbursement will be for replacement price
  - If the item is no Ionger able to be circulated
    - RIDES maximum reimbursement value -> $100
    - Default replacement price for AV cases -> $5
- Follow the MeLCat procedure for processing items that need to be deleted from the collection

RIDES Damaged Items Procedure

The library that receives a damaged item should

1. Contact the library via https://mcls.org/ridescontacts that sent the material within 24 hours
   - Verify where the damage may have occurred and whether the item was packaged properly
   - Check with central delivery site if needed
2. If the damaged occurred while in RIDES, report that via the RIDES Assistance Form at https://mcls.org/rideshelp
   - We may request you send the damaged item, along with any original damaged packaging, to MCLS (ZY001) via RIDES
     - Include the Damage Report ticket number, verification of replacement cost and any other pertinent emails or paperwork with the item
       - If the item is wet/unable to be shipped, we will request photos be sent

Statistics

- Go to http://elibrary.mel.org/manage and click on the **Fulfillment** link
  - May need to do this in a private browser

Or

- Go to https://mcls.org/melcatstatistics for posted monthly statistics

Task List

Daily	Twice a Week	Weekly	As Needed

• Prepare and print paging slips
  • Send out materials
• Prepare and send notices
  • Hold pickups
  • Overdues
• Received too long report
• Process Borrowed materials
	• Paged too long report
	• Requested too long report
		• In transit too long report
		• Institutional Overdues report
		• Returned too long report
			• Check statistics at https://mcls.org/melcatstatistics
			• Request collection development information at https://mcls.org/titlereports
			• Get help by contacting melcathelp@mcls.org or https://mcls.org/rideshelp

MeLCat Wiki

https://mcls.org/melcatwiki

Username: **melhelp**

Password: **mlum2s**

Help

- MeLCat Help
  - Email melcathelp@mcls.org
  - Call (517) 939-1385
- MeLCat Wiki: https://mcls.org/melcatwiki
  - Username: **melhelp**
  - Password: **mlum2s**
- RIDES Assistance Form: https://mcls.org/rideshelp