

Let's Talk Resource Sharing

Reciprocal Borrowing

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Presenting Your New Reciprocal Borrowing Facilitator



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What is Reciprocal Borrowing

Reciprocal Borrowing is when a public library patron goes to the item



Who can be a Reciprocal Borrower?

Any Illinois resident with a valid public library card except patrons from

- Park Ridge
- Skokie



Various public library scenarios in MLS

- SWAN library with another SWAN library patron
- SWAN library and a MLS non-SWAN patron
- SWAN library and a suburban non-MLS patron
- SWAN library and a Chicago patron
- MLS Non-SWAN library and MLS public library patron
- MLS Non-SWAN library and suburban non-MLS patron
- MLS Non-SWAN library and a Chicago patron

Academic scenarios in MLS

- SWAN Academic library and SWAN Public patron
- SWAN Public library and a SWAN Academic patron
- MLS non-SWAN Academic library and SWAN public patron
- MLS non-SWAN Academic library and MLS non-SWAN public patron

SWAN library and another SWAN library patron

- Circulate items to patron using SWAN card
- If patron is blocked (shows up red) do not override - collect fines from patron
- If you want to override you must call home library for permission
- Any fines collected are kept by collecting library
- If card is expired-call home library to approve renewal. If approved, change expiration date on SWAN and affix a new exp.date sticker

SWAN library and a MLS Non-SWAN patron

- Check SWAN for current record, if patron good check out material
- If no record
 - **Check ID (need two)**
 - Current library card
 - Picture ID
- Have patron fill out application form
- **Call home library to verify good status**



An old patron record on SWAN

- If patron has outstanding fines -collect money
- Old patron record on SWAN
 - Click edit icon
 - Click on exp.date and type new date
 - Click on ptype field and change to 217
 - Type message: Rereg card/date/initials next to the old barcode
 - Click on insert a field
 - Choose patron barcode field
 - Type or scan in new barcode number
 - Right click on new barcode and pick "move to top of group"
 - Click Save

Completing Re-reg MLS Paperwork

- Fill out remainder of application form
- Write in new barcode and old barcode
- Date and initial form --include your agency code
- Add note home library was contacted
- Send form to MLS Computer Room

No patron record found on SWAN

- On SWAN --key or scan in patron's barcode from home library
- If barcode is not compatible with SWAN message "This is not a valid index" will appear
- If you get "not a valid index" message you need to issue patron an "1140" (SLS) barcode



No patron record found on SWAN (cont'd)

- Call home library to verify status of patron
- Choose "on the fly" template
- Click on Select
- Enter Exp Date from card or home library
- Enter ptype: ptype is 217
- Home library (skip)

Patron entry (cont'd)

- Patron Name: Last name, first name
when you enter the patron name,
sometimes there is a patron with the
same name as the one you are
entering. Verify whether same
patron. If it is not the same patron,
just click on close and proceed
- Enter or scan new barcode
- Click on Save
- Click on OK

Completing MLS Paperwork for MLS Non-SWAN patron

- Fill out remainder of application form
- Record barcode on form
- Date and initial form --include your agency code
- Add note home library was contacted
- Send form to MLS Computer Room

SWAN library and a suburban non-MLS patron

- Check for record on SWAN, if valid (not blocked or not expired) check out items using SWAN patron
- If not on SWAN, call home library to verify patron status and expiration date.
- If good, follow previously stated patron entry process
- In Note field: type in name of library/suburb (Helen Plum PL/Lombard)
- If delinquent or expired, send patron to home library to clear record

SWAN library and a Chicago Patron

SWAN and
Enhanced Dial
Access Non-
SWAN libraries
did you know you
can now create
your own cards for
Chicago patrons



The New Chicago Patron Card



SWAN patron cards for Chicago patrons

- Patron needs 2 forms of ID, one a picture ID and a current Chicago PL card
- Check SWAN for a old patron record
- Call CPL to verify patron's status (312) 747-4120
 - Hours at CPL Computer room
 - Mon-Thurs 8:30am - 9:00pm
 - Fri & Sat 8:30 am - 5 pm
 - Sun 1-5
- When calling CPL identify self and library, provide patron's D#, get staff person's name and note date
- If your library makes cards see handout for more specifics

SWAN patron cards for Chicago

- If old record found, have validated Chicago patron fill out form for re-registration, re-reg patron on SWAN (if your library does not make Chicago cards) and send to MLS Computer room
- If old record found, re-reg patron on SWAN (if your library creates Chicago cards- see handout)

SWAN patron cards for Chicago

- When calling Chicago, if approval is denied (patron delinquent) or Chicago card is expired - do not submit form to MLS or create card
- If Chicago office is closed, do not submit form to MLS or create card - wait until CPL Computer center is open call again and then submit form or create card and contact patron to pickup

Renewing Chicago patron cards

- Check SWAN for delinquencies and verify ID
- Clear up any fines before renewing card - collect money
- Call CPL to verify status
- If patron's status is okay renew the card on SWAN (change expiration date) and attach new one year expiration sticker- unless patron needs new MLS Reciprocal Borrowers Card
- Check patron's name and address to make sure sticker doesn't need to be replaced
- If patron's status is not okay, do not renew card and have patron go back to home library to clear problem.

MLS Non-SWAN public library and an MLS public library patron

- Call home library to verify patron's status before you register the patron in your system
- Notify patron's home library of any overdues when they occur
- Notify MLS for reimbursement of lost items when appropriate
- Send RB statistics to MLS monthly by the 5th of the month (electronically if possible)

MLS Non-SWAN library and other Non-MLS patron

- Verify patron's status at home library
- Report overdues to home library when they occur
- Notify MLS for reimbursement of lost items when appropriate
- Send RB statistics to MLS monthly by 5th of the month (electronically if possible)

MLS Non-SWAN library and a Chicago patron

- Patron needs 2 forms of ID, one a picture ID and a current Chicago PL card
- Call CPL to verify patron's status (312) 747-4120
 - Hours at CPL Computer room
 - Mon-Thurs 8:30am - 9:00pm
 - Fri & Sat 8:30 am - 5 pm
 - Sun 1-5
- When calling CPL identify self and library, provide patron's D#, get staff person's name and note date
- If your library makes cards see handout for more specifics

MLS Non-SWAN library and a Chicago patron (cont'd)

- When calling Chicago, if approval is denied (patron delinquent) or Chicago card is expired - do not submit form to MLS or create card
- If Chicago office is closed, do not submit form to MLS or create card - wait until CPL Computer center is open call again and then submit form or create card and contact patron to pickup

MLS Non-SWAN library and a Chicago patron (cont'd)

- If patron has previously registered in your system, update record or renew if needed
- If patron has a SWAN 2-1140 card call MLS at 630-734-5161 to verify status
- If materials go to billing status send notice to MLS Reciprocal Borrowing (RB)
- Send RB statistics to MLS monthly by 5th of the month (electronically if possible)

SWAN Academic library and SWAN Public patron (optional)

- Check SWAN for patron record
- Patron in good status check out items
- Do not override any prompts
- Patron delinquent collect fines and retain money
- Patron blocked, send patron to home library to clear record

SWAN public library and an MLS Academic

- Do not check items out on student card **ever**, regardless of whether the record is in SWAN.
- Always use a **public library** patron card

MLS non-SWAN Academic and SWAN public card (optional)

- Call MLS at 630-734-5161 to verify status of patron
- Circulate to patron following your procedures and overdue processing
- If materials go to billing status send notice to MLS Reciprocal Borrowing (RB)
- Send RB statistics to MLS monthly by 5th of the month (electronically if possible)

MLS non-SWAN Academic library and MLS non-SWAN public patron (optional)

- Call home library to verify status of patron
- Circulate to patron following your procedures and overdue processing
- If materials go to billing status send notice to MLS Reciprocal Borrowing (RB)
- Send RB statistics to MLS monthly by 5th of the month (electronically if possible)

Returned Materials

- Accept from patron any MLS public library material (except for those stamped -"must be returned at home library")
- All MLS special, academic, school and non-MLS materials must be returned by patron to owning library



Returned Materials- Fines

Any overdue fines can be collected at any library - these are kept by library collecting fines - report fines paid to owning library or update SWAN



Bills for lost materials

- Lost materials must be paid for at lending library
- Only exception "Owes MLS" items
-accept money,
clear patron record
and notify MLS RB
at 630-734-5161



Collection Agency Comparison

Transworld Service

- Cost - \$7.75- 9.00
- 5 written demands at 14 day intervals
- Empty threat to report to credit bureau

Unique Management

- Cost \$8.95
- 3 written demands, after 35 days phone calls
- Skip tracing utilized
- Final written notice
- Final Phone call
- After 120 days reported to all credit bureaus

Processing fee

- There is no processing fee paid by the system when reimbursing for lost reciprocal borrowing items
- You may choose to add a processing fee to the item record using bill and fee adjustment to collect an additional fee from the patron
- If a patron goes to collection with MLS we will not include your processing fee, but ours (\$5 per item)

New credit and debit reports

- Pull data from SWAN in real time
- Run monthly debit/credits for materials with "Billed Status"
- Run "charge backs" for returned or paid items that had been previously reimbursed
- Run "charge backs" for returned or paid items that had previously been debited

Let's talk about the old records

Discussion

- What records are you retaining and why
- What can we do to help



Some other handouts

- RB Overdue and Collection Agency Timetable --Updated 8/06
- SWAN Circulation Policies -6/5/03
- SWAN Reports and Notices - Updated 8/06

In the future

- Online Application form- please send us your ideas or share an example of your patron application form
- Updated Reciprocal Borrowing Procedures Manual
- What else????????????????????

That's all folks



**Please complete your
evaluation form and leave on
back table**