


MLS Patron Information Sharing Study Task Force

Clayton Cheever
Anna Bognolo
David Slater



Roots

- Multiple gatherings, including the Urban Library Director Roundtable
- Wide participation essential
- Introduced to State at MLS Annual Meeting, November, 2011
- Recommendations in 2017

The Core Team

- Callan Bignoli, MBLC
- Anna Bognolo, Springfield Technical Community College
- Clayton Cheever, Chair, Thomas Crane Library (Quincy)
- Anne Clark, Brookline PL
- Anna Fahey-Flynn, Boston PL
- Paul Kissman, MBLC
- Jeanette Lundgren, CW/MARS
- Kevin MacKenzie, W. Springfield PL
- David Slater, OCLN
- Brian Tabor, Forbes Lib. (Northampton)
- Victoria Woodley, Scribe, Pollard Mem. Lib. (Lowell)
- Greg Pronevitz, MLS

History

8 meetings, one with MLS attorney

1. Identify Problem
2. Explore Obstacles that have prevented sharing historically
3. Expand Task Force
4. Define Scope and Timeline
5. Refine Mission
6. Obtain legal advice
7. Solicit feedback

Mission Statement

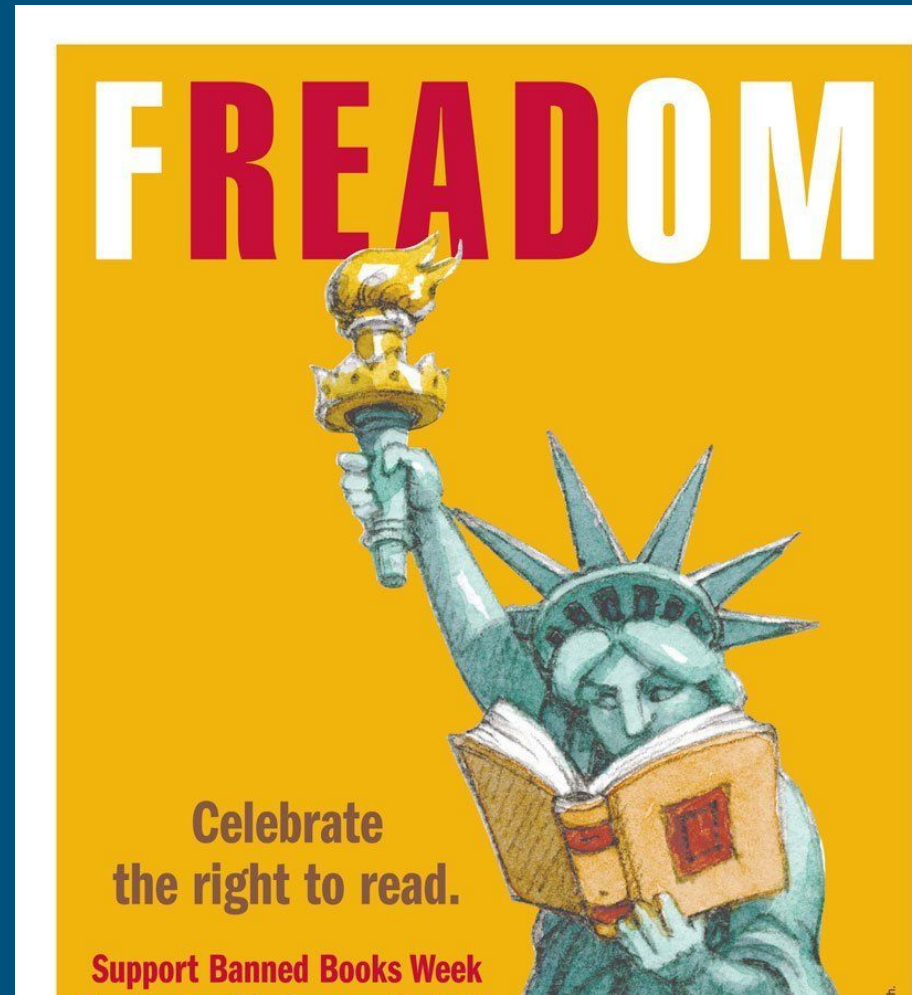
To create a safer environment for library staff, users, and property through improved information sharing.

Library Security

-
- Staff
 - Patrons
 - Collections
 - Facilities

Privacy

- Local Library Policies
- Network Policies
- State Laws
- Intellectual Freedom



Librarians' Expertise

- Help people discover and share ideas
- Not social work, health care, or law enforcement
- Ripe for exploitation (regardless of intention)
- \$250 - threshold for Felony Larceny

Legal Advice

- Consent / Notification
- Reasonable Business Practice
- Massachusetts Law on borrowing library materials
- Special considerations

New Ground?

- So fundamental not every network has explicitly addressed
- Commonwealth Catalog
- Statewide Library Card
- Special agreements with Academic Institutions

Different Missions

Academic

- Student success
- Equal access
- Limited budget/protect our materials
- Ability to block students with “overdue” materials
- Consortial member allows us to see if patrons are “challenging” elsewhere
- No use of academic card at Publics
- [FERPA](#) & [Clery Act](#)

Public

- Serve entire community equitably
- Potentially much larger communities
- Free to All - and open to everyone

Network Considerations

- Transactional
- Respect local policies
- Commonwealth Catalog
- Facilitate multi-type collaborations
- Dependent upon Member Assessments (\$\$\$)

Roles & Responsibilities

- Front Line Staff
- Local Administrators
- Network Staff
- MLS & MBLC (TBD)

Patron Notification

- New Library Cards
- Existing borrowers

Understanding Risk - liability (slander)

Past Practice / Reasonable Business Practice

Patron Identification

- Date of Birth
- Responsible Guardians (for minors)
- Previous Addresses
- Alternate Names

What do you collect?

Is your library consistent?

How do you manage challenges?

Autonomy vs. Automation

- Reporting needs to be elective
- Need rapid updates when items returned / paid for
- Not only an issue when creating new accounts - potential everytime something is lent

Who would identify borrowers to report?

Who would manage reports?

Who resolves big problems?

Open Conversation

- What else needs to be considered?
- What are the next steps?
- What is our (collective) responsibility?