

South Portland City Council
Position Paper of the City Manager

Subject:

ORDER #212-16/17 – Authorizing the City Manager to sign a Cooperative Agreement with the Town of Cape Elizabeth, the Town of Scarborough, the Town of Gorham, and the City of Westbrook for the purposes of honoring one another's library cards and patrons at the South Portland Library. Passage requires majority vote.

Position:

This item is brought forward at the request of Library Director Kevin Davis.

The proposed Cooperative Library Lending Agreement brings together participating libraries of surrounding municipalities in a direct borrowing program that constitutes one aspect of a policy of broad sharing of library resources. It allows residents of participating municipalities to access and utilize each other's library and borrow materials from their collections.

Once it has been determined that a patron is eligible to borrow library materials under this agreement, the lending library is responsible for registering the borrower in its own database as a Municipal Cooperative Borrower. Patrons must present a photo ID at registration and checkout to allow patron identification.

The lending library is responsible for collecting fines and, where appropriate, replacement and processing costs from delinquent patrons. If all reasonable attempts to retrieve library materials from patrons are unsuccessful, the home library will reimburse the lending library for the materials and processing costs. The home library will not be responsible for paying the lending library for fines accrued.

The lending library shall set policies regarding the collection of delinquent fines and reimbursement. These policies will be posted by the lending library on the Library's webpage and Facebook page.

Kevin Davis will be at Monday's meeting to answer any additional questions.

Requested Action:

Council passage of ORDER #212-16/17.



City Manager

April 27, 2017

Memorandum

To: Scott Morelli, City Manager
From: Kevin Davis, Director of Libraries
Subject: Regional Library Cooperative Agreement

Scott – I have been working with the directors of four other libraries in our area (Cape Elizabeth, Scarborough, Westbrook & Gorham) and we have put together a draft Memorandum of Understanding (attached, with draft FAQ sheet) outlining the terms under which we would like to extend access to our libraries to users from our neighboring communities. I feel that this initiative will enhance library services for our five communities while potentially reducing labor-intensive interlibrary loan work that staff at all libraries deal with, daily.

Our local group would like to open up access between communities, allowing each other's users to visit and utilize the collections of all of our locations, just as they would at their local library.

This would offer the following benefits to our communities:

- Walk-in access to different library collections
- Access to more locations and service hours
- No need to wait for interlibrary loan delivery for items available at nearby locations

Currently, under the terms of our membership in the statewide Minerva consortium (which, I currently Chair), our users already have access to the collections of all other Minerva libraries, however materials need to be physically shipped from library to library. The “walk-in” service we envision would eliminate our need to ship materials, if a user is willing to simply visit another location.

An area of potential concern for the City may be the theoretical loss of revenue from out of town users who currently purchase non-resident cards (\$30, annually) to use our library. In looking at our enrollment, I see that we have – in total – 38 residents of the four communities in question who currently purchase access from us, for a total worst case scenario of potential revenue loss of \$1,140 annually.

However, in looking at the breakdown of our current nonresident users, I found that 29 of those 38 cardholders are Cape Elizabeth residents – users who have chosen to pay us for access, even though we have offered our services to them for free for more than two years now. Anecdotal evidence from our front desk staff indicates that Cape residents, once they became familiar with our library, have chosen to pay the non-resident fee as a show of appreciation of the service we are offering. Others have paid in order to access a slightly higher level of service options that South Portland residents – and non-resident card holders – have access to, but that walk in non-

resident users will not (there are technical limitations on how the automated interlibrary loan system functions for non-local card users).

Looking at our non-resident cardholders, current enrollment would suggest that we might actually see an increase, rather than a decrease, in people willing to pay for our services, once they are able to experience what our library has to offer.

While residents of nearby communities will get to experience what we have to offer, South Portland residents will likewise have access to these other nearby libraries. In discussing non-resident fees, I would be remiss to not point out that South Portland residents will be getting a very good deal with walk in access, with Cape Elizabeth currently charging \$75 for non-resident cards and Scarborough charging \$60 (Gorham has the same \$30 fee as we do and Westbrook is \$25.00).

As you can see in the attached MOU, any participating library can back out of the agreement with just 30 days notice to the other participants. Should there be unforeseen negative impact on our ability to maintain services to South Portland residents, it will be easy for us to withdraw from participation.

This seems to me, my staff and the Library Advisory Board to be an all around win for our library and our community. Though it represents no financial outlay for us, we would appreciate support from you and from the City Council to move ahead with implementing this. Barring any unforeseen issues, we hope to be able to roll this out to the public in July, with the possibility of a 'soft' rollout earlier.



CITY OF SOUTH PORTLAND

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City Manager

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City Clerk

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District Four
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District Five
BRAD FOX

At Large
MAXINE R. BEECHER

At Large
SUSAN J. HENDERSON

**IN CITY COUNCIL
ORDER #212-16/17**

ORDERED, that the City Manager be and hereby is authorized to an Interlocal/Cooperative Agreement in substantially the same form as shown on the attached with the Town of Cape Elizabeth, the Town of Gorham, the Town of Scarborough, and City of Westbrook to honor one another's library cards and patrons at the South Portland Library.

Fiscal Note: Less than \$1,000

Dated June 5, 2017

Final Draft 4/3/2017

**Memorandum of Understanding
between
Baxter Memorial Library, Gorham
Scarborough Public Library Corporation,
South Portland Public Library,
Thomas Memorial Library, Cape Elizabeth,
Walker Memorial Library, Westbrook**

Baxter Memorial Library, Scarborough Public Library, South Portland Public Library, Thomas Memorial Library and Walker Memorial Library, [individually “Member” or collectively the “Members”], agree to extend borrowing privileges to any individual cardholder [also called user or borrower], in good standing, of Members.

The borrower must obtain a card from the Member serving the borrower’s community of legal residence.

Library Services:

Borrowers are expected to conform to rules of the loaning Member including loan periods and late fees. Members’ policies may differ and need not be modified to align during the period the Memorandum of Understanding is in effect.

All Members belong to the Minerva consortium and use the same circulation system so borrower’s cards issued by Members will be honored for transactions.

To borrow from any Member, the borrower shall:

- Be In good standing with the home Member, and shall
- Be in good standing with other Minerva libraries, and shall
- Present a current borrower’s card, and shall
- Have no outstanding issues that restrict usage at the home Member

To reduce confusion, users will request and pick-up interlibrary loan materials through the home Member.

Users may return materials to any participating Member. Members will check-in materials using standard Minerva protocol and return or forward the items through the existing courier service.

Remuneration for Service:

This Memorandum of Understanding is made in the spirit of interlibrary cooperation and participating Members expect no compensation or reimbursement for services rendered or for collections used by cardholders from Members.

Duration:

A Member may withdraw from participation in this Memorandum of Understanding upon 30-days prior written notice to all other Members.

DRAFT

Frequently asked questions for shared borrowing agreement.

1. *Which libraries are participating in this agreement?*
Baxter Memorial Library, Scarborough Public Library, South Portland Public Library, Thomas Memorial Library, and Walker Memorial Library.
2. *Will I need to get a new library card to borrow from a different library?*
No, your current library card will work at another library.
3. *I forgot my library card. Can I still borrow materials from another library?*
Although each library may have different policies regarding checking out materials without a library card, you will need to have your card to check out materials at another library.
4. *May I return my library books to a different library than the one I borrowed from?*
Yes. Materials from another library will be returned through our courier service.
5. *My materials are late. Will I be charged late fees?*
Regardless of where materials are borrowed from, the policies of your home library will determine if late fees are charged.
6. *What can I borrow from another library?*
This agreement only covers materials that are available through interlibrary loan. Museum passes, equipment, unique databases etc. are only available to patrons who have a card at that library.
7. *Can I place an interlibrary loan request through another library?*
No. This policy covers materials that are currently available to check out. We ask that interlibrary loan requests be made through your home library.
8. *I have fines on my account. Can I still borrow materials from another library?*
Your account must be in good standing, as defined by your home library, to borrow materials. Any fines owed must be collected by your home library.