

12/10/20 - LLC Non-resident Card Committee Meeting Notes

- I: Call to order
- II. Volunteer to take minutes – **Carrie Wilson**
- III. Approval of agenda – **Peggy, Jennifer**
- IV. Non-Resident Card Options
 - A. Current Offerings
 1. Within the ILS
 2. Within LLC
 3. County-wide Millage Agreements
 4. Other/Hybrids
 - B. Suburban Library Cooperative Model
 - C. Other options and ideas
 1. Digital offerings only
 2. MelCat Component
 3. Other
 - D. Miscellaneous
- V. Next steps.
- VI. Next Meeting date
- VII. Adjournment.

NOTES:

Carol indicated that a general discussion regarding non-resident cards would be helpful.

- **In the past, there was a non-res card that listed “Lakeland Library Cooperative” on it, and could be used at all LLC libraries. This was discontinued due to legal obstacles. Each card must be issued by individual libraries within LLC; there cannot be a standard LLC card.**

- Lakeland implemented ILS changes in the recent history that allowed libraries to allow different hold rules for non-resident cardholders; LLC libraries then began issue separate non-resident cards for their libraries.
- Issue: There are several different non-resident cards with different costs for the card, and different lending rules across LLC libraries.
 - Carol Dawe would like to start a conversation on how all LLC libraries might charge the same fee for a non-resident card, with the end goal of improving service to all patrons within LLC (including paying non-residents), and also simplify/streamline non-resident card access across the cooperative.
 - Step one: Discuss how all LLC libraries might charge standard fee for non-resident cards.
 - Example shared: At Suburban Library Cooperative, all libraries within Suburban have their own non-res card, but all charging standard \$100 fee.
 - Carol and Sheryl discussed different access options available for non-resident cardholders:
 - Libraries can allow for paying non-resident cardholder:
 - Non-resident cardholder access with holds limited to their library
 - Access to digital collection + physical collection
 - Access to only digital collection
 - No MeLCat for non-res cardholders currently, as this is a statewide offering
 - Current known areas within LLC boundaries, but not served (residents do not pay taxes to any library):
 - Ensley TWP (partially)
 - Big Prairie TWP (partially)
 - Bridgeton TWP (partially)
 - Grant TWP (partially)

Next steps: Carol and Sheryl will work out list of scenarios and options to bring to meeting in January.

- **First Goal: One standard fee for all LLC non-resident cards.**
- **Future Goals: Continue discussions on possibly standardize services offered to non-resident cardholders.**