Time: 2:00pm   Meeting by conference call at 919-854-2244

Attendees

1 **David Wright (Surry)** Steering Committee Chair	9 **Stephen Brooks (Durham Tech)** District 3 Representative
2 **Libby Stone (Gaston)** Vice-Chair	10 **Nora Burmeister (Central Carolina CC)** District 4 Representative--absent
3 **Cathy Campbell (Craven)** Lending Services Subcommittee Chair	11 **Grant LeFoe (Southern Piedmont CC)** District 5 Representative -- absent
4 **Mary Ann Caudle (Martin)** absent Cataloging/Serials Subcommittee	12 **Staci Wilson (Catawba Valley CC)** District 6 Representative -- absent
5 **Vacant** Reports Subcommittee Chair	13 **Ali Norvell (Blue Ridge CC)** Reference Services Representative
6 **Julia Mielish (Wake Tech)** Past Chair	14 **Colleen Turnage** Director of Library Services
7**. Patricia Peterson(COA)** District 1 Representative	15 **John Wood*** System Administrator -- absent
8 **Elizabeth Baker (Carteret)** District 2 Representative	16. **Helen Colevins** NCCCSO Library Services *Non-voting member*

I. *Old Business*

    a. RFP Update (Timelines)

    RFP is posted at: https://www.ips.state.nc.us/ips/OpenBidSearch.aspx

    (Choose DEPARTMENT - Community Colleges Systems as purchasing agency).

    Vendor bids must be returned by July 17. Evaluation of proposals to begin immediately after the deadline.

    Committee members are:

    Elizabeth Baker, Carteret CC

    Tim Hunter, Rowan-Cabarrus CC

    Julia Mielish, Wake Tech

    Libby Stone, Gaston College

    Staci Wilson, Catawba Valley CC

    David Wright, Surry CC

II. *New Business*

    a. Steering Committee procedures document (draft appended) –see attachment

    Discussion about position of Past Chair (not in original document). Points of discussion included the amount of time served by Chair, time commitment for a sequencing of positions (Vice-Chair, Chair, Past-Chair), need to involve more CCLINC members on SC and subcommittees, and possible addition to Cooperative Agreement that new institutions have one staff member serve on Steering Committee or subcommittees soon after joining. Motion was made to accept proposed wording that Past Chair serves 1 year and if the Chair is re-elected for a 2nd year, the Chair may ask the Past Chair to remain in that position for an additional year.

    b. Subcommittees – Subcommittees need to review Procedures document and try to follow procedures regarding meetings. Volunteers are needed from Member libraries to serve as subcommittee members. David Wright will send out an e-mail to solicit volunteers.

III. *Subcommittee and District Reports*

    a. Lending Services – Cathy Campbell

    Meeting to be held this week. Contacts list and address list have been distributed for further updates/corrections.

    b. Cataloging/Serials – Mary Ann Caudle –see attachment

    The Best Practices document on Lost materials was briefly reviewed. Since Mary Anne was not in attendance, discussion was tabled until the

next meeting. David Wright encouraged all committee members to share the document with the appropriate staff members in their libraries to foster discussion and give subcommittee members feedback before next meeting.

    c. Reports – Need new Chairperson & Volunteers to serve as members

IV.   ***Other News***

    a. New Directors & Directors Institute @ Wake Tech July 26-27

Attachment A – Steering Committee Procedures (June 2017)

<div align="center">CCLINC STEERING COMMITTEE</div>

<div align="center">PURPOSE AND PROCEDURES (June, 2017)</div>

Definition of CCLINC

Community College Libraries In North Carolina (CCLINC) is the name of the consortium of North Carolina Community College System (NCCCS) libraries which share a centralized integrated library system. Currently, the integrated library system uses the Symphony library software package sold by SirsiDynix, Inc. CCLINC, via NCCCS, also contracts with SirsiDynix for ongoing maintenance and support, and for the provision of a System Administrator. The collective membership of CCLINC is referred to as the CCLINC Users Group. The Users Group meets in person once a year at the North Carolina Community College Library Association (NCCCLA) annual conference.

CCLINC Cooperative Agreement

The CCLINC Cooperative Agreement is a signatory document which serves as the memorandum of understanding for operation of the shared library system. This agreement identifies the consortium participants and defines their responsibilities. The signatory document remains in force until revisions are made to the Agreement and it is distributed for signatures.

CCLINC Steering Committee

Per the CCLINC Cooperative Agreement, the CCLINC Steering Committee (SC) exists to establish and oversee policies and procedures which CCLINC members must follow in preparing for, connecting to, migrating to, and implementing full use of the shared integrated library system. A primary responsibility of the SC is the protection of the quality of the shared database. All participants to the Cooperative Agreement agree to follow the policies and procedures approved by the SC.

Members

SC Chair: the chair has one vote on motions brought before the SC.

SC Vice-Chair: the vice-chair has one vote on motions brought before the SC.

Immediate Past Chair: the immediate past chair has one vote on motions brought before the SC.

District Representatives: these six delegates represent the CCLINC constituencies of each of the six NCCCLA districts and have one vote each.

Subcommittee Chairs: these chairs represent the membership and constituencies of each standing Subcommittees and have one vote each. The current standing Subcommittees are: Cataloging, Lending Services, and Reports.

Note: Limited-duration *ad hoc* groups can be formed by the SC Chair with SC approval for specific purposes. Such groups are dissolved upon presentation of a final report to the SC. Such *ad hoc* groups report only and do not have voting status.

System Office Staff: The Director of Library Services, and the Technical Services Librarian, and they share one vote collectively.

The **Sirsi/Dynix system administrator** serves as a non-voting advisory resource to the SC.

4

CCLINC Steering Committee Member Responsibilities

Steering Committee Chair

- Poll the SC members to solicit agenda items for the monthly meeting at least 4 business days prior to the scheduled meeting
- Develop the agenda and make arrangements for meetings (meetings are usually held via conference call on the 3rd Tuesday each month—depending on need and items for the agenda)
- Call meetings to order and either record the minutes of each meeting or arrange for one of the other SC members to do so
- Submit draft minutes of each meeting to the SC members for review and correction prior to distributing the minutes to the CCLINC membership
- Serve as ex officio member of all Subcommittees
- Communicate with and poll SC members between meetings on matters that do not warrant a full meeting
- Seek and present Subcommittee chairs for SC approval if any existing Subcommittee cannot produce its own chair
- Lead Users Group meeting at the NCCCLA annual conference

Steering Committee Vice-Chair

- Serves in Chair's absence as Chair. In the case of resignation of the Chair or out-of-state-move or other circumstances where the Chair is unable to serve, the Vice-Chair will serve as Interim Chair until the next election cycle.
- The Vice-Chair may be asked by the Steering Committee Chair to serve as chair of a task force, an ex-officio subcommittee member, as a member of a task force or ad hoc committee of the Steering Committee.

Immediate Past-Chair

The Immediate Past-Chair serves on the Steering Committee as a voting member in order to provide continuity and historical knowledge of Steering Committee procedures and actions. The Immediate Past-Chair serves on the Steering Committee for one year after serving as Chair, with the provision that if a Chair is re-elected, the Chair may request the Immediate Past-Chair to serve one additional year.

Subcommittee Chairs

- If it is necessary to acquire new Subcommittee members, poll the constituency as soon as possible after the annual CCLINC Users Group meeting to solicit volunteers or nominees
- Within a month after the annual Users Group meeting, poll the Subcommittee members to ascertain the method and periodicity for meetings. Subcommittees should meet at least twice during the year
- Report and bring any action items to the SC following Subcommittee meetings

- Create any policies, procedures and training materials needed to ensure smooth operation of CCLINC functions and correct content of CCLINC database and bring them to the SC for approval as necessary
- Communicate policy decisions and needed information to the constituency
- Work with Director of Library Services to provide training for CCLINC members

District Representatives

- Contact district's CCLINC constituency prior to SC telephone meetings for agenda items and issues
- Relay those items and issues to SC Chair for inclusion on the agenda or for information
- Be prepared to lead the discussion of any agenda items from the district during the SC meeting. Report on action taken to the constituency.
- Upon receipt of the finalized minutes of the SC meetings, archive and supply the minutes upon request to any CCLINC constituent who needs them (Note: minutes are sent by the Director of Library Services to various CCLINC mailing lists)

System Office Staff

- Provide information, advice and advocacy on issues facing the SC and CCLINC
- Work with the SC and Subcommittees to schedule training and to disseminate information to the Users Group as a whole or to the pertinent constituencies
- Bring any applications to join CCLINC or proposals to exit CCLINC to the SC

SIRSI System Administrator

- Provide information, advice and system expertise on software-related issues facing the SC and CCLINC
- Implement pertinent codes, policies and procedures approved by the SC
- Assist in selecting dates and developing processes for scheduling, testing, assessing and implementing upgrades, changes, and/or supplements to the software

CCLINC Steering Committee / Users Group Procedures

The SC Chair and the SC Vice-Chair will be chosen yearly at the annual Users Group meeting. To ensure continuity, the new SC Chair must be chosen from the existing SC and must be from an active CCLINC library. The SC Vice-Chair may be chosen from the current SC or may be a former member of the SC. Prior to the Users Group Meeting, the SC Chair will prepare the ballots.

Terms of office for elected and subcommittee chairs and District representatives will begin July 1 each year through June 30.

Prior to the annual Users Group meeting, standing Subcommittee chairs will also be chosen from within their existing Subcommittees. The NCCCLA districts will choose their SC representatives for the next year at their meetings at the NCCCLA conference. All Subcommittee chairs and District Representatives must be from active CCLINC libraries.

The SC will have meetings monthly (if there are agenda items) via telephone conference call.

Subcommittees will meet as often as necessary to conduct their business but no less than twice yearly. Each subcommittee will review its operations and any written procedures or policies yearly. Revisions will be submitted to the SC for approval before they can be fully implemented.

Any library director or dean of a CCLINC library may make a recommendation in writing to the Chair of the Steering Committee for changes in the CCLINC procedures or the CCLINC Cooperative Agreement. The Cooperative Agreement will be reviewed annually and changes will be recommended by a majority vote of the Steering Committee.

<div align="right">Revised and approved by the Steering Committee June, 2017</div>

Attachment B – Best Practices for Lost Materials

Best Practices for Dealing with Lost Items (DRAFT)

What is the difference between missing and lost?

For our purposes, lost items are ones that have been checked out to a patron and never returned. Missing items are ones that the catalog says should be on the shelf, but cannot be located.

Lost items are associated with a specific patron record and are therefore more complicated to deal with. Once an item is marked lost it will no longer show up in the online patron catalog unless a second copy is attached to the same record. However, they do show up in the Workflows interface, taking up catalog space, and preventing the patron records from being purged. It is highly recommended that lost items be addressed on a regular basis.

Guidelines for dealing with your library's lost items follow:

1) **When to Call an Item Lost.** Your library determines when to mark an item lost. Some community colleges use six weeks past the initial due date for books and two weeks past the initial due date for DVDs. In order to determine items that may be lost, you will need to run one or more of the reports discussed in section two.

Best Practice for Marking Items Lost: Agree upon the parameters for marking items lost and develop a process that works best for your institution for marking the items lost.

2) **Lost Reports.** Lost items need to be addressed on two fronts. First, you need to determine which items are long overdue (at least a certain amount of time past the due date) and then you need to address the patrons' records. You can utilize List Bibliography, Items with Charges, or List Users reports to determine this data, but List Users gives the most flexibility and accuracy. The System Office can help you set up this report if you don't know how.

Best Practice for Lost Reports: Establish a regular schedule for your List Users reports. The report should be run at least once a month.

3) **Marking Items Lost and Billing Patrons.** Once the report has been run, you need to mark the items lost. Bring up the patron's record and use the "mark item lost" gadget in the Items section of the circulation wizard. Make sure you choose "bill user" and put in the price of the item. The item will now display in the patron's record under "Bills" with the current location of "lost-claim" and an amount owed. If your library charges a processing fee for lost items, you can add that charge at this point, also using the "mark item lost" gadget. You may also want to use the data from your report to determine if you need to reorder some of the items. Additionally, if you block your patrons in your college's student records management system when they have lost or long overdue items, you can use this report for that purpose.

Best Practice for Marking Items Lost and Billing Patrons: Establish a regular schedule, for example once a month, for marking items lost and billing patrons using the "mark item lost" gadget in Workflows.

4) **Contacting Patrons.** Each library can determine how often they want to notify patrons of overdue and lost items, and how they would like to contact them (via email or regular mail). You may want to establish a system of emailing when items first become overdue (the System Office can assist you in setting up automatic overdue e-mails) and then proceeding to sending bills by regular mail if you don't get a response and the item is marked lost. For patrons with large

quantities of overdue items, expensive items, or items from another library, you may wish to call them or send a certified letter.

Best Practice for Contacting Patrons: Establish a regular schedule for contacting patrons about overdue and lost items. (Clear the use of certified letters with your Business Office and Administration prior to doing the work of generating letters.)

5) **Deleting Lost Items.**   Proceed with caution. As previously stated, lost items are attached to a specific patron record, and until an item is paid for or returned, you cannot remove the item from the catalog. If the item is returned, then you simply check it in. (If you have billed the patron for a processing fee in Workflows, you will need to cancel it when the item is returned. Workflows will alert you that you are checking in an item that is considered "lost-claim.") If the patron pays for the item, be sure to mark the item as paid in Workflows, even if you do not use Workflows reports to keep up with money received. The item will be disconnected from the patron record but it will still remain at a current location of "lost-claim." You can immediately change the item to a location of "deleteme," or you can run a report for all items in the current location of "lost-claim" each year (setting the parameters for just that year), double check that they are no longer attached to a patron record and then set them to "deleteme." Running the report annually is recommended practice, even if you set items to "deleteme" at the point of payment, so that you catch any items that may have been missed when they were paid.

Best Practice for Deleting Lost Items: Run a List Bibliography report at the end of each fiscal year and double check the items with the current location of "lost-claim" to determine if they have been paid for and, if so, changed to "deleteme."

Following these best practices will mean that your lost items will no longer be clogging up your catalog and will also reduce the number of records tied up in CCLINC by items not really on our shelves.

June, 2017