

SCHEDULE

9:00-9:30 – REGISTRATION

9:30-9:45 – INTRODUCTIONS

9:45-10:30 – SESSION 1

A. INN-Reach Reports

Using Inn-Reach Reports in your local system to keep track of MaineCat transactions including:

- billing for your lost items
- missed requests for your items
- your patrons who have been waiting too long for an item

B. The Bare Minimum

The basics of using MaineCat for lending and borrowing at your library. What you need to be doing to effectively run Inn-Reach right and how to do it. Make sure that you're keeping things running smoothly, not missing any steps, and also not wasting any of your precious time.

C. Designing a MaineCat Bookmark/Band

Use the 45 minutes to create a nearly-final version of an insert/band that can be circulated with MaineCat items to publicize the system, how it works, and its funding.

10:45-11:30 – SESSION 2

A. Statistics in MaineCat

Learn how to keep track of your loaning and borrowing through MaineCat. How is it different from within smaller consortia (URSUS, Minerva)? What about walk-in numbers if you use the visiting patron feature? At least one lucky attendee will get their last year's stats run for them.

B. Notices & Pulling: Workflow

Printing notices and pulling items to send out is the backbone of the Inn-Reach process and the part that takes the most time and coordination to make sure that items flow smoothly to patrons. Part 1: The hidden life of notices in the MaineCat system--how they're created, how they're run, what they do (or don't do). Part 2: Pick up some techniques and tricks from other library staff on how they manage the procedure of running notices, pulling, sending out, and receiving MaineCat items? Also, examples of materials and techniques for training other staff to get consistent and accurate results. Please feel free to bring and share your own materials for procedures and training.

C. Policy Proposals – Draft Creation

Some policy questions and issues keep coming up as systems questions, but really need to be decided upon and agreed by a larger group of members and/or need to be codified into writing, rather than being a general understanding. In this 45 minute session, create draft statements that can be presented and agreed to by the entire group in the afternoon. Important points include:

- Which library is responsible when an item is lost in transit?
- Normal patron receiving loan rules allow for renewal, but the outgoing loan rules are so short that they do not reflect this. Do we change outgoing loan rules to be more accurate?

- Is \$85 an appropriate amount to bill for all lost items? If not, what is?
- How long after an item is not returned do you bill? How old is too old for a lost item?
- Should e-books/restricted access titles be in MaineCat OPAC?

11:45-12:30 – SESSION 3

A. Visiting Patron Function Panel Discussion

The “Visiting Patron” feature can make it so that any MaineCat patron can walk in to your library and check out an item in-person instead of sending it through the delivery. How does the “Visiting Patron” feature work for those libraries that are using it? What are some considerations for libraries looking to turn on the feature? What are the pros and cons? These and other questions will be discussed in this panel.

B. Troubleshooting Common System Errors

The most common technical errors that come up while processing MaineCat items and how to deal with them (or when to send in a ticket and let us deal with them). Examples include:

- barcodes that won’t scan
- items without barcodes
- items that “do not exist”
- blocked patrons
- stuck holds
- paging slips that won’t die
- items that are stuck checked out

Feel free to send other examples to Alisia ahead of time, or bring questions with you.

12:30-1:30 – LUNCH

1:30-3:00 – PLENARY MEETING

- ❖ Delivery update
- ❖ Report from Policy Group, discussion, decisions
- ❖ Review of tasks from last year’s meeting and accomplishments
- ❖ Tasks to be done in the coming year
- ❖ Discussion: The present and future of MaineCat