



**Table of Contents:**

<b>Greg Pronevitz Announces July Retirement.....</b>	<b>2</b>
<b>Western Massachusetts Regional Library System Dissolved.....</b>	<b>3</b>
<b>Directors' Forums .....</b>	<b>3</b>
<b>IDEAL .....</b>	<b>3</b>
<b>eBook RFP Update.....</b>	<b>4</b>
<b>On the Road with Gale .....</b>	<b>4</b>
<b>1 in 5: Disability Essentials in Your Library – Webinar Series .....</b>	<b>4</b>
<b>Interlibrary Loan Policy Revision Approved by the Executive Board .....</b>	<b>6</b>
<b>Interlibrary Loan Policy .....</b>	<b>7</b>

## Greg Pronevitz Announces July Retirement

Dear Friends and Colleagues,

It has been my privilege and pleasure to serve as MLS' founding Executive Director over the past seven and one-half years. I am grateful to have had the opportunity to work with so many of you talented and dedicated librarians, library staff, and partners. And it is with mixed emotions that I am announcing my plans to retire.

This role has been, by far, the most rewarding in my 40-year career in the library profession, including 20 years in Massachusetts. I am so proud of the library cooperative that we have founded together with the MLS staff and leadership, our active membership and Executive Board, and our partners. MLS has always strived to meet member needs and it will continue to strengthen the library community for many years to come.

I sincerely appreciate the valuable contributions of our active members and partners, including those who have served on the MLS Executive Board and Committees, and our accomplished and enthusiastic MLS staff members and leadership. Thank you for giving it your all over the years!

I look forward to working with you and MLS until July 2018 to lay the groundwork for MLS' second Executive Director. The Board will be announcing the formation of a Search Committee very soon.

Sincerely,  
Greg Pronevitz

## Western Massachusetts Regional Library System Dissolved

We applied to the Attorney General to dissolve the corporation after the Whately facility was sold to the Town of Whately in 2015 in a short sale. Our lender agreed to forgive a large debt with the expectation that the dormant owning corporation would be dissolved. We hosted a public meeting in September 2015 to gather input from stakeholders before the Executive Board approved taking action to dissolve the corporation. While no objections were raised, several members attended and expressed fond feelings for their colleagues at WMRLS. We learned last week that the Attorney General approved our application to dissolve the corporation. We expect that this action will, again, bring out feelings from our members now that the “final” step in merging all regional services into the Massachusetts Library System has been taken. Please contact Greg Pronevitz if you have any questions.

### Directors' Forums

We have a few Directors' Forums coming up. Please join us if you are available. Please contact [greg@masslibsystem.org](mailto:greg@masslibsystem.org) if you would like to host a forum.

#### **March 9 (new date) at Boxboro Public Library. [RSVP](#)**

Ellen Rainville, J.V. Fletcher Library (Westford) will lead a discussion on steps you can take to assist your library in planning for the director's retirement.

#### **March 30 at Hopkinton Public Library. [RSVP](#)**

Join your library director colleagues for this informal brown-bag lunch discussion. It is a great opportunity to network and visit a newly renovated space. Coffee and bottled water will be available. Topics:

- Brief MLS Update by Greg Pronevitz, Executive Director
- New public library director issues
- Settling into a newly renovated library
- The Forum will be followed by a tour of this mid-sized newly renovated library led by Heather Backman, Director

#### **Spring tba at Griswold Memorial Library in Colrain.**

Join us for a discussion and problem-solving session on finding part-time temporary staff to fill in at your library. How can libraries collaborate to find and hire such part-timers?

**IDEAL** is an eight-month comprehensive pilot program focusing on the awareness, promotion, and usage of the Gale Massachusetts statewide databases. The Institute consists of a four-month instruction designed to introduce and familiarize the databases and to teach participants how to promote engagement with online resources. Specific sessions include a deep dive into the content and some of the technical aspects of the Gale databases, a crash course on social media, and how to implement an online marketing campaign. The second half of the Institute focuses on the participants developing and implementing a project that will increase awareness and engagement of the databases to drive up usage statistics. IDEAL is a collaboration between MLS, MBLC, MBLC's PR Committee and Gale. Thanks to Kirsten Underwood (Methuen/Nevins Library) for co-chairing this initiative with MLS's Tressa Santillo.

## **eBook RFP Update**

We are pleased to report that the Commonwealth eBook Collections Steering Committee has completed its deliberations on the eBooks, eMagazines and Streaming Media Solutions RFP process that began in July. At this time, the committee has asked MLS to begin negotiations with Overdrive and EBSCO which would become the new offerings of Commonwealth eBook Collections beginning July 1, 2018.

It is still early in the process as MLS needs to conclude negotiations, and there is considerable work ahead. MLS expects to release more detailed information with members in February about the new offerings, the transition and the enrollment process.

MLS thanks all who participated in the process by reviewing technical responses, viewing product demonstrations, participating in trials, testing for accessibility and providing direct feedback. It wouldn't be possible without our members and our partners! MLS is also grateful for all the support from our current vendor partners and for all the vendors that put time and effort into their responses to our RFP.

## **On the Road with Gale**

MLS is gearing up for its second round of in-person Gale training sessions. Take advantage of Gale's expert trainer, Stacey Knibloe, who will provide an overview of Gale resources and be available to answer your questions. [Register Now!](#)

Stacey will be stopping in:

Pittsfield    Norton  
Boston       Mashpee

MLS is planning afternoon sessions at public libraries and evening sessions at nearby school libraries. We hope to see you there!

## **1 in 5: Disability Essentials in Your Library – Webinar Series**

We are excited to announce the 1 in 5 Disability Essentials in Your Library webinar series, a continuation of the 1 in 5 program. Please join us, webinars are free and suitable for all.

**Tuesday, January 30, 12-1pm**

**Accessibility and Electronic Resources: A Case Study on Evaluating eBooks**

[Register Now!](#)

Vendors often claim that their products are accessibility-compliant and easy to use, but is that really true? In this session, we'll examine some ways in which you can evaluate your electronic resources for accessibility and usability. Using the context of eBooks, we'll discuss rubrics, VPATs, and the do's and don'ts of accessibility testing. Libraries with dedicated accessibility software may find this session the

most useful but with accessibility features built into smartphones and devices, library staff members from all library types are encouraged to attend.

Learning Outcomes:

- Introductory knowledge of accessibility in libraries
- Methods for evaluating accessibility of electronic resources in libraries
- Lessons learned from a case study of live-testing eBooks for accessibility

Speaker: Tressa Santillo, Electronic Resources Coordinator, Massachusetts Library System

**Monday, February 12, 2-3pm**

**Disability on the Shelf -- Looking for Representation in Library Collections**

[Register Now!](#)

When asked, we all can think of a book, movie, or TV show that features a disabled character, but we don't often think about the representation itself. With diversity and representation increasingly a part of our Collection Development practices, it is important we don't continue to overlook this aspect. In this webinar, we invite participants to learn about disability, to gain an awareness of representation, and learn vocabulary and resources to evaluate materials.

Learning Outcomes:

- Introduction to disability as a facet of diversity representation
- Concepts of disability
- Awareness of tropes, stereotypes, and representation in popular media
- Vocabulary to discuss and evaluate materials
- Resources

Presenter: Tegan Mannino, Circulation Supervisor & Cataloger, Monson Free Library

**Save the Date!**

**Monday, March 12, 10-11am**

**Is Everyone Invited? Accessible Events at your Library**

## **Interlibrary Loan Policy Revision Approved by the Executive Board (see below)**

Massachusetts Library System convened an Interlibrary Loan Policy Task Force to update the interlibrary loan in October 2017 (see below). During two fruitful meetings the task force edited and enlarged the policy to reflect updates to the ILL Code of the United States and current practice.

### **Major changes include:**

- Transferring financial responsibility for ILL items lost in transit between the lending and borrowing libraries from MLS to the member library, in accordance with recommendations from the Interlibrary Loan Code for the United States;
- Reaffirming MLS's commitment to patron privacy;
- Developing and expanding potential sources for ILL items (i.e., nontraditional sources, grey literature, electronic resources, etc.);
- Clarifying and specifying the responsibilities of member libraries;
- Acknowledging MLS's partnership with the Boston Public Library;
- Including links to the Interlibrary Loan Code for the United States, copyright laws, and the American Library Association's statement on patron privacy;
- Eliminating grammatical errors, outdated terminology and inconsistencies;
- Affirming the resource sharing team's participation in the overall mission of MLS, especially in its commitment to equity and inclusion.

MLS thanks the task force members that contributed to this work:

Susan Moon Applegate, Boston Public Library

Christine Brown, Bridgewater State University

Cassie Franks, Washington County Cooperative Library Services (OR)

Alexander Geller, Berkshire Athenaeum

Hansie Grignon, MLS, *Co-chair*

Sue Kaler, MLS, *Co-chair*

Susan McAlister, Minuteman Library Network

Carolyn Michaud, Massachusetts Maritime Academy

Therese Mosorjak, Thomas Crane Public Library

Diane Ranney, Jonathan Bourne Public Library

Theresa Tangney, Thomas Crane Public Library

Jenna Weathers, Newton Free Library

# Massachusetts Library System Interlibrary Loan Policy (approved January 22, 2018)

## Interlibrary Loan Vision

Massachusetts Library System (MLS) members participate in interlibrary loan (ILL) on a reciprocal basis for all permitted library materials, including online content.

MLS provides ILL services in an efficient manner, balancing the workload and costs among MLS, borrowers, and lenders appropriately.

### *Introduction*

Interlibrary loan is essential to libraries of all types and sizes as a means of expanding the amount of materials that can be made available to patrons. Each library has the responsibility to develop and maintain a collection designed to meet the needs of its patrons. ILL borrowing relies on cooperation among libraries to supplement local library collections, and MLS, which has a long history of resource sharing, encourages such reciprocity for ILL participants.

### *Definitions*

An interlibrary loan is a transaction in which library material or a copy of the material is made available by one library to another library upon request. This policy is meant to address mediated interlibrary loan transactions handled by the Massachusetts Library System on behalf of the members. It does not include local transfers between libraries in the same automated library system. Such local transactions are outside the scope of this policy. It also does not include such separate resource sharing systems as Point-to-Point, MassCat or the Commonwealth Catalog. These organizations issue their own policy statements.

Interlibrary loan consists of two simultaneous operations: borrowing and lending. In the borrowing operation, materials are borrowed for members of the MLS from libraries anywhere in the United States and abroad. In the lending operation, materials from member libraries are loaned out to libraries in the United States and abroad.

Resource sharing encompasses interlibrary loan and document delivery services. ILL is mainly concerned with returnable items in all formats, while document delivery consists of non-returnables such as journal articles, copies of chapters, tables of contents, indices, etc. MLS partners with the [Boston Public Library](#) to provide for the document delivery needs of member libraries.

### *Agreement*

The MLS Interlibrary Loan policy is meant to conform to such existing policies as the [Interlibrary Loan Code for the United States](#) and [Title 17 of the United States Code](#) concerning copyright law, particularly [Section 107](#) (concerning fair use), and [Section 108](#) (reproductions by libraries and archives). The MLS

policy also resolves to preserve a patron's right to privacy, as outlined in the [American Library Association's statement](#).

### *Member Responsibilities*

MLS is dedicated to promoting the independence and education of the member libraries. The responsibilities of the member libraries who participate in ILL include, but are not limited to:

- Lending to other MLS members at no charge in most circumstances, per the [MLS membership agreement](#);
- Mastering the basics of ILL requesting, including the provision of complete citations;
- Updating ILL requests in a timely manner;
- Maintaining open lines of communication with MLS and responding to inquiries in a reasonable amount of time;
- Providing library contact information, and informing MLS of staffing and other changes within the library;
- Seeking out training opportunities offered by the MLS;
- Creating interlibrary loan policies for their own libraries;
- Familiarizing library staff with copyright laws and guidelines, including those governing document delivery requests;
- Being accountable for items that are overdue, damaged, lost in transit, or in pending status for more than 14 days;
- Preserving patron privacy by using, as much as possible, alphanumeric codes in place of patron names on ILL requests;
- Defining for each individual library what it means to be a patron of good standing;
- Determining limits on the number of ILL requests allowed for each patron;
- Deciding how far MLS may seek for resources and how much the library is willing to pay for loans;
- Abiding by all loan restrictions, including but not limited to: in-library use only; returning items via a trackable method (i.e., FedEx or UPS); special handling of fragile items; mailing resources back in a box or other packaging; supervising patrons during the use of rare items.

### *Interlibrary Loan Borrowing Policy*

Mediated Interlibrary Loan service is available to the users of the MLS's member libraries. This service has no age restrictions. Borrowers must, however, be in good standing at the member library.

Libraries may request any type of material via interlibrary loan, except video console games. MLS will make every attempt to find lenders for items in all formats, investigating non-traditional venues, digital sources, and institutions with uncataloged but potential resources.

The Commission on New Technological Uses of Copyrighted Works (CONTU) [guidelines](#) to the copyright law of the United States specify that each library may borrow no more than five photocopies of articles from the most recent five years run of each periodical within a calendar year without paying a fee to the copyright holder. It is the borrowing library's responsibility to keep track of their requests so that these limits are not exceeded. There are additional limitations as to the proportional amount of an item that may be copied. There are exemptions to these limitations for periodicals subscribed to by the

library, but discarded by date. Copies of photocopy requests must be retained for three full calendar years beyond the year in which the request was made. It is each library's responsibility to be knowledgeable in copyright issues.

Requesting libraries must provide as complete a bibliographic citation as possible on the appropriate request form. They must also provide library contact information for any necessary follow up.

MLS will process member libraries' interlibrary loan requests in a timely fashion and will keep the members informed as to the progress of their requests. If items cannot be borrowed, locations for potential local or electronic use will be provided, if available.

Insofar as possible, materials will be borrowed for use outside of the library. If the lending library imposes a restriction of some kind, MLS will obtain approval for the restriction from the member library. Once the member library has agreed to the terms of the lender's restriction, the member will be responsible for enforcing those restrictions during the period of the loan. These restrictions may include requiring the item to be used in the borrowing library only, returning items via a trackable method (FedEx or UPS), mailing resources in special packaging, supervising the use of rare items, short loan periods, no renewals, and other conditions imposed by the lender.

Due dates for interlibrary loan materials are set by the lending library. Member libraries must ensure that borrowed materials are on their way back to the lending library by their due date. Tardy returns jeopardize the borrowing privileges of the entire MLS membership. Renewals may be requested on most materials and should be done so before the due date.

Requesting libraries will respond in a timely fashion to queries about long pending items, overdue materials, or materials that have been recalled by the lending library.

Materials will be obtained from free lenders, if possible. Libraries are asked when making a request whether the patron or library is willing to pay a fee. If the item is only available from a charging lender, the cost will be passed on to the patron or the requesting library. Otherwise, the request will be cancelled. Lenders who impose a charge for lending will be levied an equivalent fee should they seek to borrow from the MLS. The money gained in such transactions will be used to benefit the work of MLS and its service to member libraries.

Materials being returned by a requesting library will be packaged and shipped by the requesting library in such a way as to minimize the potential of damage in transit. If materials are lost or damaged between the lending library and the requesting library, the requesting library will pay any fees or, if the lending library agrees, purchase a replacement copy. If materials are lost or damaged while in the hands of the requesting library or its patron, the requesting library or its patron will pay any fees or purchase a replacement copy, should the lender be amenable. Prompt replacement or payment is necessary so as to not jeopardize MLS's status as a borrower.

ILL services may be suspended or limited for member libraries who abuse the privilege by repeatedly keeping materials beyond their due date, damaging or defacing materials, not paying for materials lost or damaged by their patrons, or failing to respond to queries in a timely manner.

MLS will maintain and provide access to such statistics as are required by the Massachusetts Board of Library Commissioners (MBLC) and the MLS.

### *Interlibrary Loan Lending Policy*

Member libraries are strongly encouraged to loan out materials as freely as they request them. The resource sharing team at MLS serves as a conduit for interlibrary lending services to libraries within the United States or abroad as long as their requests are sent in a recognizable format via such mechanisms as OCLC, email, mail, or fax. MLS passes on such lending requests to member libraries, answers the request appropriately, and ships the item to the borrower and back to the lender, tracking it throughout the process.

Any item that would be loaned to another library within the local automated system may be requested for interlibrary loan lending. Non-circulating materials such as reference materials or microfilm will be requested only in exceptional circumstances. The owning libraries may refuse any request, but they are encouraged to state the reason for such a refusal. Such reasons may include local need, a non-circulating or reference item, poor condition, age of material, etc. MLS will make every effort to provide specific reasons to requesting libraries when refusing to lend resources.

Member libraries must respond to queries in a timely manner as to whether or not they are willing to lend a particular item.

Items will be loaned for 28 days and may be renewed if there is not a request outstanding on the item.

Occasionally, materials that belong to member libraries will be lost or damaged while they are out on loan. In such cases, MLS will ask for a bill from the member library. Any such fees will be passed on to the borrowing library. MLS will mediate successful payment or replacement.

The Massachusetts Library System is dedicated to providing equitable and inclusive services for all member libraries. The resource sharing team at MLS affirms these values through the practice of thorough, accurate, and responsive interlibrary loan service for borrowers and lenders.