

## MERLIN COMPLIANCE (revised November 14, 2019)

### PUBLIC LIBRARY ASSURANCE OF COMPLIANCE WITH MERLIN MEMBERSHIP REQUIREMENTS

We hereby assure the Merlin Automation Consortium, of which this library is a member, that this Public Library is in compliance with the following requirements for Merlin membership as listed in the Merlin Consortium By-Laws and Agreement, as well as specific policies and procedures. *A check (X) indicates compliance with the requirement.*

#### GENERAL REQUIREMENT [Merlin Agreement, Section 7]

- The library agrees to abide by and support the bylaws and decisions made by the Merlin Consortium including upgrades and updates.
- The library is willing to train their own staff and answer questions of staff of other NWLS libraries.
- The library will provide Merlin staff with access to the library building as needed.
- The library director and/or staff participate in Merlin Consortium Meetings.
- The library will provide NWLS with data as requested to assist in funding applications and subsequent evaluations.
- The library will keep and maintain all inventory, labeling and record keeping as requested by the Network Administrator.
- The library agrees to pay their share of Merlin costs on time, as determined by the Consortium each year.

#### MEMBERSHIP COSTS REQUIREMENT [Merlin Agreement, Section 5B]

- Each full participant shall pay a shared annual cost based upon the annual Merlin cost sharing formula. Merlin members will receive a formula spreadsheet showing their expected share at the fall (August) Merlin meeting.
- Each full participant shall reimburse NWLS for any equipment, materials, stations, and supplies obtained through NWLS used in the installation of the automation system and access to the wide area network.

#### CIRCULATION STANDARDS REQUIREMENT [Approved Circulation Standards]

- The library will reserve the "copy returned soonest" (bib hold) even when there are items available. Item holds should only be placed when (a) a specific volume is needed, or (b) multiple copies are needed.
- The library will process notices (including failed notices) and paging lists (bib and item), as well as fill holds from paging lists each day the library is open. When a paged item cannot be found, the library will promptly change the item status to "missing." If the library owns the only copy in NWLS, they must notify the borrowing library as soon as possible.
- The library will clear the holdshelf each day the library is open to remove expired holds.
- The library will retain only one barcode in the patron's record.
- For interlibrary loans, the borrowing library will abide by the loaning policies of the lending library (such as costs, renewal limits, special handling, and delivery method) and not abuse privileges. Local library boards determine loan rules.
- The pickup location determines the library allowed to cancel a patron hold without patron approval.
- The library will order in a timely manner any books in high demand by local patrons. The current Merlin purchasing recommendation states: With the exception of Book Club borrowing, hold ratios for all materials follows purchasing 1 copy for 5-14 local holds; 2 copies for 15-29 local holds; 3 copies for 30-49 local holds; 4 copies of 50-99 local holds; and 5 copies for 100 local holds or more.

- If the library chooses to maintain a “Lucky Day” collection, the library agrees that for each Lucky Day item it owns it will own at least one other copy of the same item, cataloged on the same bibliographic record in the Merlin system, that is available for regular circulation. Lucky Day items shall circulate with standard, system-wide Lucky Day loan rules.
- Library employees (and volunteers) will sign upon hire an agreement stating they will not tamper or compromise privacy of library records, with an annual reminder to staff of the rule.
- The library will block circulation to patrons with outstanding bills of \$5 or more for replacement costs, goods, and services but excluding fines which may be negotiable.
- Patrons may pay fines at any Merlin library. Replacement fees and manual charges described as COLLECTION AGENCY REPORT CHARGE will be sent to the owning library with a receipt. Libraries will not waive bills owed to other libraries.
- The library may apply the same blocks to all walk-in patrons.
- The library will create new patron records as complete as possible before any circulation transactions are made. The library will keep patron records up to date and promptly attend to pop-up messages. A complete record includes data in the following fields: patron type, patron status, home library, county code, local government code, name, address, home telephone, and email.
- Patron names are entered last name first, comma, first full name (no nick-names) and middle name. The library will avoid using characters in names.
- Circulations on behalf of an institution will use an account coded to follow state requirements.

#### **DATABASE INTEGRITY STANDARDS REQUIREMENT [Cataloging Agreement & Approved Cataloging Standards]**

- NWLS member libraries agree to participate in resource sharing according to NWLS policies, including making certain its new materials appear on the area-wide database and lend all materials to other libraries (subject to such reasonable limitations as agreed to between the library and NWLS). Maintenance of an accurate holdings list is a requirement for participating in interlibrary loan.
- The library will provide services as a cooperative source in developing and maintaining Machine Readable Cataloging (MARC) for the bibliographic database of Merlin.
- The library will provide the actual item to NWLS when needed if NWLS is requested to perform the original cataloging.
- The library will check MARC records so that all required bibliographical information added to the Merlin database conforms to the Bibliographic Standards as approved by the Merlin Consortium.
- The library will construct MARC records according to national standards as outlined in the Resource Description and Access (RDA) cataloging standard, MARC 21 Formats for Bibliographic Data, Library of Congress Rule Interpretations (LCRI), and Library of Congress Subject Headings (LCSH).
- The library will construct call numbers following the most current Dewey Decimal Classification Schedules, except for federal documents, which may carry only Superintendent of Documents (SuDoc) classification. Suggested call numbers will include “cutting.”
- The library will notify NWLS when an error or discrepancy in a bibliographic record is found and identify such error or discrepancy.
- The library will delete its withdrawn items from the Merlin database.
- The library will perform the physical processing of its own items.
- The library will send any new cataloger to cataloging and database workshops conducted by NWLS.
- The library’s cataloging staff will receive and read cataloging instruction emails and receive training as needed.

**TECHNOLOGY SUPPORT REQUIREMENT [NWLS Technology Support Policy]**

- The library agrees to designate a Primary Technology Contact (PTC) to serve as the primary liaison with NWLS-IT for the delivery and conduct of support services.
- The library will provide NWLS-IT with access to keys, combinations, and passcodes as necessary to enable NWLS-IT to fulfill its service commitments.
- The library will also provide access to all LAN related documentation, passwords, software, licensing agreements, diagnostic and other equipment for the purposes of recreating problems, testing resolutions, and performing installations.
- If the library is planning to expand its facility, it will consult with the NWLS IT department to plan changes and additions to its cabling and network components.
- The library is responsible for the purchase, licensing and/or maintenance costs of all hardware, software, and network components; purchase and installation of operating supplies and consumables (e.g. paper, toner); service and repair costs for unsupported equipment (e.g. laser printer and inkjet service calls); and cabling or wiring costs associated with network installation, expansion or upgrades.
- The library will monitor the warranty status of its equipment and it agrees to assume responsibility for costs to repair or replace equipment that cannot be repaired within the warranty period.
- The library agrees not to install any software and/or hardware without first consulting NWLS-IT. The library will incur a charge at the rate of \$75 per hour for any service call to NWLS-IT resulting from a failure to abide by this request.
- The library understands what systems and environments are supported by NWLS-IT and those excluded systems and environments.
- The library may periodically be required to purchase updates to software and/or upgrades to hardware for NWLS-IT to continue support of its systems in accordance with current and accepted industry standards.
- The library is responsible for moving, shipping, storing, and delivering its property.
- The library will report any network failures it experiences using the Help Desk ticketing system.
- The library is responsible for developing and transferring its own Web pages or contracting with other vendors for these services.

**CERTIFICATION**

I HEREBY CERTIFY that to the best of my knowledge, the requirements stated above are carried out by my library staff and upheld by me, the Library Director.

\_\_\_\_\_  
Chair, Merlin Consortium

\_\_\_\_\_  
Date

\_\_\_\_\_  
Library Director / Head Librarian

\_\_\_\_\_  
Date

\_\_\_\_\_  
Library Board Chair

\_\_\_\_\_  
Date