

NORTHERN WATERS LIBRARY NETWORK (NWLN) COMPLIANCE

(revised May 2024)

PUBLIC LIBRARY ASSURANCE OF COMPLIANCE WITH NWLN MEMBERSHIP REQUIREMENTS

We hereby assure the Northern Waters Library Network, of which _____ Library is a member, that this Public Library is in compliance with the following requirements for NWLN membership as listed in the NWLN Bylaws and Agreement for Participation in Northern Waters Library Network, as well as specific policies and procedures. *A check (✓) indicates compliance with the requirement.*

GENERAL REQUIREMENT [NWLN Agreement, Section 7]

- The library agrees to abide by and support the bylaws, policies, and decisions made by the NWLN including upgrades and updates.
- The Library is responsible for training its own staff
- The library will provide NWLN staff with access to the library building as needed.
- The Library will carry out the responsibilities for adding holdings to the database according to the annual NWLS Member Library Agreement.
- The Library will send representation on a regular basis to participate in Network meetings.
- The library will provide NWLS with data as requested to assist in funding applications and subsequent evaluations.
- The Library will conduct inventory using the NWLN process at least every 5 years.
- The library agrees to pay their share of NWLN costs by March 31st.

MEMBERSHIP COSTS REQUIREMENT [NWLN Agreement, Section 5B]

- Each full participant shall pay a shared annual cost based upon the annual NWLN cost sharing formula. NWLN members will receive a formula spreadsheet showing their expected share at or before the summer NWLN 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

- The library will comply with these requirements in a timely manner to support accuracy of the OPAC and patron experience.
- 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 change the item status to "missing." If the library owns the only copy in NWLS, they must notify the borrowing library.
- The library will regularly clear the holdshelf to remove expired holds and expedite resource sharing.

- The library will retain only one patron record per individual.
- For inter-system loans, the circulating/lending library's loan policies will be followed. The owning library determines replacement costs if items are lost/damaged. Please refer to "Damaged Items & Missing Pieces" documentation for more information.
- The library will order in a timely manner any materials in high demand by local patrons. The current NWLN 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 NWLN system, that is available for regular circulation. Lucky Day items shall circulate with standard, system-wide Lucky Day loan rules.
- Member libraries will protect each library user's right to privacy and confidentiality with respect to information sought or received and materials consulted, borrowed, acquired or transmitted as per §43.30. All member libraries should adopt a local policy regarding privacy of library records, as per the NWLN Privacy & Confidentiality Policy.
- The library will block physical circulation to patrons with outstanding bills of \$10 or more for replacement costs, goods, and services but excluding fines which may be negotiable.
- Patrons can pay replacement fees at any NWLN library or through online bill pay. Replacement fees should be forwarded to the owning library. Libraries will not waive bills owed to other libraries.
- Libraries will follow the NWLN Patron Registration Policy. The library will create new patron records as completely 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, township code, name, address, home telephone, and notice preference.

DATABASE INTEGRITY STANDARDS REQUIREMENT [Centralized Cataloging Plan & Approved Cataloging Standards]

- The library agrees to comply with NWLN Centralized Cataloging Procedures.
- The library will comply with Original cataloging request procedures if NWLS is requested to perform the cataloging.
- The library will construct call numbers/item labels to facilitate findability in the catalog and in physical collections.
- The library will notify NWLS when an error or discrepancy in a bibliographic record is found.
- The library will delete its withdrawn items from the NWLN database.
- The library will perform the physical processing of its own items.
- The library's cataloging staff will receive and read cataloging instruction emails and receive training as needed.

TECHNOLOGY SUPPORT REQUIREMENT [NWLS Technology Services 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 may incur a charge 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 (e.g. camera and HVAC) as per the Technology Services Policy.
- 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 will report any network failures it experiences using the Help Desk ticketing system.
- If not using LEANWI website hosting services, the library is responsible for developing and managing its own website or contracting with other vendors for these services.

CERTIFICATION

WE HEREBY CERTIFY that to the best of my knowledge, the requirements stated above are carried out by the library staff and upheld by the Library Director and Board of Trustees. I further affirm that this Agreement has been formally approved by my library's Board of Trustees.

Chair, NWLN

Date

Library Director / Head Librarian

Date

Library Board Chair

Date