<u>Michicard and MeLCat FAQ</u>

1. Why is Michicard being eliminated?

   a. *The Michicard program was created before most of the state's libraries were automated and before we implemented the Michigan eLibrary resource sharing system (MeLCat). As such, Michicard has been eclipsed by a more effective and efficient program that offers more functionality and convenience to library patrons.*

2. What is MeLCat's "Visiting Patron" option?

   a. *The "Visiting Patron" option allows MeLCat participants to offer the same service Michicard did, combined with all of the services offered by MeLCat. Patrons will have the option to get immediate access to the materials they need through check out in person at the lending libraries, instead of waiting for the materials to be delivered to their home libraries for pickup.*

3. How does MeLCat with "Visiting Patron" differ from Michicard?

   a. *It allows patrons to return the materials they check out to their home libraries rather than returning materials to the original library location.*

   b. *Library patrons will be able to "walk-in" to other participating libraries and check out materials. They can also place requests to have available materials sent to their home libraries. When they are using MeLCat "Visiting Patron" checkout, their patron record is authenticated for eligibility and if they are currently in good standing, they are allowed to proceed. A separate account does not need to be entered into the lending library's local database.*

   c. *The patron's home library will send any overdue notices, and be responsible for reimbursement for any lost materials.*

4. Does MeLCat's "Visiting Patron" work with non-III sites? Will "Visiting Patron" work with libraries using NCIP?

   a. *Yes "Visiting Patron" will work with non-III sites.*

   b. *Yes, if a library uses NCIP to authenticate their patrons with MeLCat it will also work with "Visiting Patron."*

5. Will there be training offered on using MeL "Visiting patron"?

   a. *A tutorial reviewing Michicard and "Visiting Patron" will be available from the MeLCat support staff at MCLS.*

6. Where can I find a list of MeLCat "Visiting Patron" libraries?

    a. *A list of all participating members can be found at*
        http://elibrary.mel.org/screens/participating.html.

7. What is the process for signing up for MeLCat and the "Visiting Patron" option?

    a. *For information about participating in MeLCat please visit:*
        https://members.mcls.org/cms/sitem.cfm/library_tools/melcat/melcat_participation/

8. My library is not a MeLCat member. When Michicard ends, what can I do to offer the same
    service?

    a. *Join MeLCat and participate in the "Visiting Patron" option.*

    b. *Enter into reciprocal borrowing agreements with other Michigan libraries or libraries*
        within your Cooperative.

    c. *Offer guest cards or paid memberships to out of service area patrons.*

9. Are libraries required to lend AV materials if they decide to use MeLCat's "Visiting Patron"
    option?

    a. *No, you are not required to lend AV, but you may do so if you choose. Libraries*
        determine which categories of their materials are available for MeLCat requesting, as
        well as if all, or some, of those categories are also available for "Visiting Patron"
        checkout.

10. Does membership in MeLCat impede my library's ability to enter into reciprocal service
    agreements?

    a. *No, participation in MeLCat does not impede a library's ability to enter into such*
        agreements.

11. What are the typical costs associated with joining MeLCat and using the "Visiting Patron"
    option?

    a. *There are no additional costs to MeLCat participants using the "Visiting Patron" option.*
        An overview of the costs associated with MeLCat participation is available at:
        https://members.mcls.org/cms/sitem.cfm/library_tools/melcat/melcat_costs/