Procedures of the
Content Management Committee
of the
Montana Shared Catalog

Connecting libraries and their users through shared resources, collaboration,
and cutting-edge technology since 2002.

2018

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MSC Content Management Committee Procedures

Section 1 – Mission

The Content Management Committee of the Montana Shared Catalog (CMC) promotes excellence in library services to patrons by setting consistent practices, encourages the growth of expertise and leadership, and the sharing of cataloging skills across the consortium.

Section 2 – Membership

Overview

The Content Management Committee (CMC) shall be comprised of 10-16 members. At all times, the membership should reflect the diversity of the Montana Shared Catalog (MSC), including at least one representative from all library types and sizes (currently Large Public, Medium Public, Small Public, K-8 School, High School/School District, Academic, and Special) and one specialist in all functions of the MSC (currently Circulation, Acquisitions, OPAC, and Serials). Individual members may represent a library demographic as well as a cataloging function. All members of the CMC should have an interest in cataloging and a commitment to maintaining the integrity of the MSC. To this end, members are asked to keep current with cataloging trends and to always consider the needs of the patrons of MSC member libraries. The CMC is established by sections 3 and 15 of the MSC contract and by the MSC bylaws.

Nomination & Appointment

Open seats will be held vacant for one month while the CMC Chair accepts nominations. Prospective members may self-nominate or be nominated by any member library, MSC staff, or by a member of the CMC or MSC Executive Board. Any staff from any MSC member library able to meet the duties outlined below may be nominated. If appropriate, there may be more than one member from an individual library, though an effort will be made to distribute representation widely. CMC members shall be appointed by the MSC Executive Board, upon recommendation by the CMC Chair. Newly appointed members shall be contacted by the CMC Chair, added to the msc-cmc google group and msc-technicalservices google group, and given these procedures.

Term Length, Resignation & Termination

Due to the limited number of cataloging staff in MSC member libraries, there are no term limits for CMC members, providing they continue to be employed by an MSC member library. Note that individuals cannot serve on the MSC Executive Board and the CMC at the same time. If a CMC member is unable to continue, resignations shall be submitted in writing to the CMC Chair as soon as possible, preferably at least one meeting before the vacancy shall occur. Any CMC member may be nominated for dismissal due to excessive absences from CMC meetings (more than three (3) in a row) or for other reasons by a three-fourths (¾) vote of the remaining members. Resignation and dismissals shall be promptly forwarded to the MSC Executive Board by the CMC Chair for that body's approval.

Member Duties

CMC members are expected to commit the time necessary to attend committee meetings and actively participate in discussions during meetings. In addition, CMC members should regularly engage in discussions with MSC member library staff (in person and through the Google Groups) to better represent concerns. All members are encouraged to volunteer as officers and secretary of the CMC and to serve on its subcommittees. As able, members are asked to participate in various projects of the CMC, such as original cataloging, catalog cleanups, training, and mentoring staff from other MSC member libraries.

Representatives of Function

Those members serving as representatives of a catalog function are asked to serve as an advocate and lead for that topic in all CMC discussions. This may require regular contact with MSC member libraries through e-mail, surveys, or general conversations to be familiar with the capacities and limits of our current ILS and OPAC. As needed, the representatives of function will serve as Chair for any subcommittee related to that function.

MSC Staff Support
A member of the MSC staff will be assigned to work closely with the CMC. This person represents the MSC administration, provides expert advice, keeps the CMC updated on upcoming MSC activities or changes related to the ILS, executes the technical aspects of CMC work, and posts CMC guiding documents and minutes online. This person may serve on subcommittees but does not vote on CMC business and is not included in the total committee count or quorum. Other members of the MSC staff may attend and present at CMC meetings as appropriate.

Section 3 – The Content Management Committee

Duties
The Committee is tasked *"to set policy to promote consistent record standards, cataloging and circulation procedures, and to maintain a functional user interface within the Montana Shared Catalog (MSC) Integrated Library System (ILS)."* (MSC Contract)

Additionally, the CMC works to advise the MSC consortium on: the best cataloging practices, ongoing cataloging trends and innovations, and discern how those trends and practices may impact the ILS and the consortium. The CMC does this by leveraging the expertise of its members, in the areas of cataloging, circulation, acquisitions, and serial control, in partnership with MSC Admin staff. Together they set procedures and best practices for MSC members to adhere to when creating and maintaining bibliographic, serial control, acquisition, and user records in the Symphony ILS.

Meetings
The CMC shall meet (either in person or virtually) at least twice per year. The CMC typically meets in late February (via GoToMeeting) and in late August (in person) so that the MSC Executive Board can consider and act on any recommendation from the CMC prior to the next meeting of the MSC Members Council. Special meetings of the full committee may be held at the discretion of the CMC Chair. A quorum consisting of one half the total members of the CMC plus one (½ total committee membership + 1) is necessary to conduct business. The CMC works to build consensus in all decisions. The current edition of Robert's Rules of Order will serve as parliamentary authority if needed. The CMC members should be mindful of the MSC Bylaws.

Open Meetings
All CMC meetings will meet the requirements of Montana's Open Meeting Act: MCA 2-3-202 to 2-3-203. The CMC does this by announcing all committee-level meetings and publishing its agenda, two weeks in advance, and posting all approved committee minutes online afterwards. In addition, all actions of the committee are reported to the MSC Executive Board and the MSC Members Council.

Expenses
The MSC budget covers one in-person meeting of the CMC per year. CMC members can be reimbursed for travel expenses, as per state guideline, and lunch will be provided for the meeting. Members are encouraged to carpool as able. The forms for reimbursement are available on the MSC website.

Subcommittees
The CMC may form subcommittees, either ad hoc or standing, to help address specific topics or guidelines. They will meet as called for by the Chair of the subcommittee. Subcommittees of the CMC may meet in person or virtually. All decisions and documents created by a subcommittee shall be reported to the CMC Chair. The CMC will review and approve or incorporate that work before presentation to the MSC Executive Board and Members Council. Subcommittees work to establish consensus from members before reporting out their work. The minimum needed on a subcommittee is three, however individual members may develop projects on their own and present their ideas to the committee.

Section 4 - Secretary Duties

At the end of each CMC meeting a new secretary will be selected. They will serve a term starting at the end of the meeting they are selected at and serve until the conclusion of the next meeting. The secretary will be responsible for taking notes during the meeting, transcribing the notes into minutes, distributing the draft minutes to the CMC, making any needed corrections or amendments, and sending the final minutes to the MSC staff support. All minutes

shall include the names of all present, a summary of pertinent discussions, all action items (which includes any amendments and the outcome of each vote) and signed by the secretary. The minutes will be approved as final at the following meeting of the CMC after which the MSC Staff representative will post the final minutes online. Each meeting will include the assignment of a new secretary for the next meeting.

Section 5 – Officers & Duties

Committee Chair
The CMC is led by the committee Chair, who will serve for one year. The Chair is responsible for:
1. Calling and presiding over CMC meetings, and order lunch for in-person meeting
2. Making and distributing the agenda and drafts of the prior meetings minutes in advance of the meeting
3. Reporting to the MSC Executive Board and Members Council committee activities and accomplishments
4. Developing and maintaining committee policy and procedures with the advice and consent of the committee
5. Working with MSC administration to insure the execution of the committee's work and to be appraised of arising issues.
6. Facilitating discussion on issues that may arise.

Committee Vice-Chair
The Vice-Chair will be elected from the members of the CMC for a term of one year at the in-person meeting and the following year the Vice-Chair will succeed as Chair of the CMC. They shall assist and advise the Chair in their duties and take over duties if the Chair is unable. They will also chair the subcommittee on Standard Cataloging Procedures.

Elections
Every year at the first in-person meeting of the calendar year, the committee shall nominate and elect a new Vice-Chair from amongst its members. That member will serve a two-year term starting after the adjournment the meeting. The first year the elect will serve as committee Vice-Chair and the following year as committee Chair following the election of the new Vice-Chair. The first act of the new Chair is to adjourn the committee meeting. (No meeting may adjourn without a known Chair and Vice-Chair.)

Vacancies
Should the office of the Chair become vacant during the year, the Vice-Chair will assume its duties along with their own, until the new Vice-Chair is elected in at the next regular committee meeting or the Chair is able to take their duties on again. Should both offices become simultaneously vacant, the immediate past Chair will fill the office until next closest regular meeting. At which point the committee may either affirm that individual as Chair or elect another Chair from a pool of previous Chairs to fulfill the term. The Chair may appoint a temporary Vice-Chair to fill interim vacancies.

Section 6 – MSC Guiding Documents

Overview
The Content Management Committee maintains and creates guiding documents for use by Montana Shared Catalog (MSC) member libraries. The goal of each procedural document is to instruct MSC member libraries in those procedures that the CMC has deemed to promote consistent bibliographic records, cataloging & circulation practices, and that maintain a functional and attractive user interface with the MSC Integrated Library System (ILS).

Procedural Documents Maintained by the CMC
As written in the MSC member contract and bylaws, the CMC oversees the Standard Cataloging Procedures and the Patron Registration Guidelines. Because cataloging procedures in the MSC have many facets, there are other documents in addition to the SCP that define procedures in cataloging, such as the Electronic Records Inventory & Maintenance Procedures (eRIMP) or the MSC Vendor Record & Bibload Guidelines. The CMC should maintain or draft other guiding documents that are determined necessary to uphold cataloging standards or that pertain to other areas of function overseen by the CMC membership (e.g. Circulation, Serial Control, Acquisitions or OPAC).

Standard Cataloging Procedures (SCP)
There will be an SCP standing subcommittee, led by the CMC Vice-Chair, that oversees the annual maintenance of the SCP. Cataloging standards and software capabilities are always changing. This document should be reviewed each year by the Vice-Chair to determine areas in need of edits. Members of the CMC and MSC staff should also suggest new areas that need to be added to these procedures. All edits and additions to the SCP should be coordinated by the Vice-Chair and presented to the CMC at the spring in-person meeting so that they can be reviewed by the MSC Executive Board in advance of the Spring Membership meeting. The final version of the annual SCP revision will be posted on the MSC website for member libraries to view and sent out over the msc-discuss list.

Patron Registration Guidelines
These guidelines oversee the recommended procedure for patron records within the ILS and were most recently updated in 2017. Should changes to the ILS or the needs of member libraries change appreciably, a subcommittee led by the Circulation representative should oversee the maintenance of this document. They are currently posted on the MSC website.

Electronic Records Inventory & Maintenance Procedures
These guidelines were created by MSC staff in conjunction with the CMC subcommittee on hyperlink maintenance. They represent a first step in maintaining the integrity of hyperlinks within the MSC. Few libraries have used the guidelines and they should be reviewed, brought before the CMC, Exec Board and the membership for final approval. Due to the types of libraries using records with hyperlinks, a subcommittee containing at least the Special and Academic libraries as well as the OPAC representative should oversee the maintenance of this document.

MSC Vendor Record & Bibload Guidelines
These guidelines were removed from the larger SCP in 2016 to protect the bibliographic database from the unauthorized upload of un-vetted vendor records. They correspond to functionality in the ILS that is not available for all MSC members and must be enabled by MSC staff. Once vendor records have been determined to meet MSC standards, the member library is trained to load vendor records using the bibload report. Because the procedure outlined in these guidelines will not change unless the ILS changes, the guidelines do not need to be edited very often. In event of software changes that affect the functionality of bibloads, a subcommittee including representatives familiar with bibloads and vendor records should be formed to oversee the modification of this document.

Future Guiding Documents
A need has been identified for additional procedures to govern standardized acquisitions procedures and circulation procedures. Few libraries use the Acquisitions Module but all currently use it differently which has caused several problems for the acquisitions group of libraries. Several attempts have been made to reach consensus about acquisitions procedures. When the acquisitions libraries and MSC Admin establish standard acquisitions procedures they will be codified in a document that ultimately will be maintained by the CMC. Future edits to this document will be made by a subcommittee formed within the CMC and led by the Acquisitions representative. The final document will be first approved by the CMC, then recommended by the Executive Board for the membership's approval. Once a final version has been approved by the membership, the CMC will have the authority to maintain future edits.

All libraries use the Circulation Module and many circulation procedures do not need standardization. However, a need does exist to have a best practices document that can be used by libraries with new staff to learn all the processes governed by the Circulation Module. There are also many circulation processes that require standard procedures. Currently, many disparate circulation guides exist, based on smaller areas of the Circulation Module, but none are comprehensive. The membership has made it clear that they require more guidance in circulation. Should the CMC decide to compile the various circulation guides to draft a standardized circulation procedures, there will be subcommittee, led by the Circulation representative, that drafts this document for approval of the wider CMC, Executive Board and membership.

Other needs for procedural documents may yet be identified, especially during the transition to the BLUEcloud suite of programs. The members of the CMC should consider themselves the natural body to work with MSC staff to draft and maintain all future procedural documents that inform consortia-wide use of the ILS.

Section 7 – Mentor program

The original Cataloging Mentor Program was established to help member libraries use the ILS. Since that time the program has changed. Many of the original tasks of the mentors have been taken on by the MSC trainer, and much material has been generated to aid new members learn the ILS. While time has required the need for the program to adapt, the vision remains the same, to educate members, expand their confidence and grow their skill sets so that the MSC can deliver a high-quality, high performance shared catalog.

The program is made up of volunteers who have a strong interest in technical services and the MSC ILS. They may specialize in: copy cataloging, original cataloging, Smartport, ILL, serials, BCA, acquisitions, or circulation. These individuals are often members of the CMC but membership is not required, nor does being a committee member commit an individual to volunteering. Individuals may be identified by others or volunteer to join the committee. The MSC trainer will appoint volunteers to the program as needed.

Mentors can assist or advise on general questions. They may also help libraries choose the correct MSC or OCLC record, they may review records for accurate tags, indicators, fixed fields, and authorities, they may advise on workflows and internal procedures. To be sustainable the program must focus on education, and providing good guidance. Thus, mentors may help or advise MSC members, but they may not act or create for them.

The Mentor Program leverages two key elements, their closer relationship with their mentee, and the ability to pull from many different pools of expertise to advise the mentees. In addition, mentors may produce content for broad distribution. Past examples, include training sessions, MLA pre-conference workshops, and a tip-of-the-month. Success for the program means that all MSC member libraries know what the program can accomplish and who is their mentor.

Mentors, to facilitate closer relationships, are divided by regional, by federation or by library type. Each mentor has broad latitude to act independently, but is backed by a pool of experts (other mentors) of whom they can call on or forward hard questions.

Occasionally the mentors will meet to set goals or explore opportunities and collaborations. Afterwards they will report their conclusions to the CMC and MSC staff. The CMC is responsible for insuring the program's continuance, and resolves conflicts, but otherwise leaves the details to the mentors collectively.

Section 8 – Amending the procedures

These procedures may be amended at any regular meeting by a simple majority vote.

History of amendments
Draft submitted, February 16, 2018
Approved, February 21, 2018

Appendix A - Current Membership (2018)

Name	Representation	MSC Member Library
Dave Shearer	Large Public	Billings Public Library
Beth Boyson	Large Public	Bozeman Public Library
Victoria Lowe	Small Public	Sheridan County Library
Jennifer Hossack	K-8 Schools	Washington Middle School Library
Stephan Licitra	Special (Law)	State Law Library
Abbi Dooley	Medium Public	North Lake County Public Library
Laura Tretter	Special (Museum)	MT Historical Society Library
Jodie Moore	OPAC, Small Public - Chair	Red Lodge Carnegie Library
Paulette Parpart	Large Public	Missoula Public Library
Carly Delsigne	Circulation, Small Public	North Jefferson County Public Library
Amy Fugate	Acquisitions, Large Public	Billings Public Library
Lyndy Parke	Serials, Large Public	Missoula Public Library
Sheri Postma	K-12 School Districts	Missoula County Public Schools
Jessica Carlson	Academic Libraries	Montana Bible College
Jan Dawson	Large Public	Livingston-Park County Public Library
Jemma Hazen	MSC Staff support	MSC Administration

Appendix B – Current & Past Chairs

Chair terms run for spring meeting to the following spring meeting. In most circumstances, the Vice-Chair will become the committee Chair the following year. In 2002 the Committee was called the Technical Services Committee and in 2003 the Catalog Committee, the name was changed to the Content Management Committee in 2011.

Name	Dates	MSC Member Library
Stephan Licitra	2017-18	State Law Library of Montana
Jodi Moore	2016-17	Red Lodge Carnegie Library
Carly Delsigne	2015-16	North Jefferson County Public Library
Laura Tretter	2014-15	State Law Library of Montana
Lois Dissly	2013-14	Bozeman Public Library
Dave Shearer	2012-13	Billings Public Library
Janice Kalvig	2011-12	Flathead County Library System
Jess Tobin	2010-11	Montana State Library
Suzanne Goodman	2009-10	Park High School Library
Carrie Nelson	2008-09	Flathead Valley Community College Lib.
Vicki Dubbs	2007-08	Lewiston Public Library
Roberta Gebhardt	2006-07	Montana State Library
Jennie Stapp	2005-06	Montana State Library
Janice Kalvig/Paulette Parpart	2003-05	FCL/MPL
Sarah McHuge	2002-03	Montana Shared Catalog

Appendix C – Past Membership (incomplete)

Name	Representation	MSC Member Library	Dates
Abbi Dooley	Medium Public	North Lake County Public Library	2017-
Alison Badger	Special	Office of Public Instruction	2015
Amy Fugate	Acquisitions, Large Public	Billings Public Library	2015-
Beth Boyson	Large Public	Bozeman Public Library	2015-
Brenda Grasmick	Special (Law)	State Law Library	2002
Carly Delsigne	Circulation, Small Public	North Jefferson County Public Library	2009-
Carrie Nelson	Academic	Flathead Valley Community College	<2005-2018
Colleen Wade	Academic	Flathead Valley Community College	2002
Dave Shearer	Large Public	Billings Public Library	2010-
Diane Anderson	Schools	Missoula County Public Schools	2013
Donna Worth			2011
Gail Hanowell	Large Public	Missoula Public Library	2002
Hanore Bray	Medium Public	Hearst Free Public Library	2002
Holly Harper	Schools	Whitehall School	2014
Jan Dawson	Large Public	Livingston-Park County Public Library	2018-
Janice Kalvig	Large Public	ImagineIF Libraries	2002-2018
Jennie Stapp	Special (Museum)	MT Historical Society Library	<2004-2008
Jennifer Hossack	K-8 Schools	Washington Middle School Library	2017-
Jess Tobin	Special	Montana State Library	2009
Jessica Carlson	Academic Libraries	Montana Bible College	2018-
Jodie Moore	OPAC, Small Public	Red Lodge Carnegie Library	2015-
Katy Callon	Special	MT Department of Transportation	2016-2017
Laura Tretter	Special (Museum)	MT Historical Society Library	2012-
Lois Dissly	Large Public	Bozeman Public Library	<2005
Lyndy Bartlett	Large Public	Missoula Public Library	2013
Lyndy Parke	Serials, Large Public	Missoula Public Library	2016-
Marilyn Trosper	Medium Public	Polson	2002-2017
Mary Ann Erickson	Small Public	St. Ignatius school/community library	2002
Nancy Venable			2012
Pam Arroues			
Paulette Parpart	Large Public	Missoula Public Library	2002-
Rishara Fishell			
Roberta Gebhardt	Special	Montana State Library	<2005-
Sam Suber	Special	Montana State Library	2013
Scott Nordtome	Schools	Lewis and Clark Elementary, Missoula	2015
Sheri Postma	K-12 School Districts	Missoula County Public Schools	2018-
Stephan Licitra	Special (Law)	State Law Library	2015-
Suzanne Goodman	Schools	Park County High School	<2005

Vicki Dubbs	Large Public	Lewiston Public Library	<2005
Victoria Lowe	Small Public	Sheridan County Library	2017-
Vivan Hayes	Special (Museum)	MT Historical Society Library	2002

Appendix D – MSC Administration (incomplete)

Name	Dates
Amy Marchwich	
Cara Orban	2017-
Jemma Hazen	2008-2009,
Jessie Goodwin	2015-2017
Ken Adams	2007-
Melody Condron	
Mike Price	<2004-2018
Sarah McHuge	2002-
Katy Rende	2017-
Rebekah Kamp	2017-
Jess Tobin	<2004-2007