



**25TH ANNUAL  
INNOVATIVE USERS GROUP  
CONFERENCE**

*APRIL 2-5, 2017*



We are **in**  
**love** with  
INN-Reach  
and you can  
be too!



# Presenters

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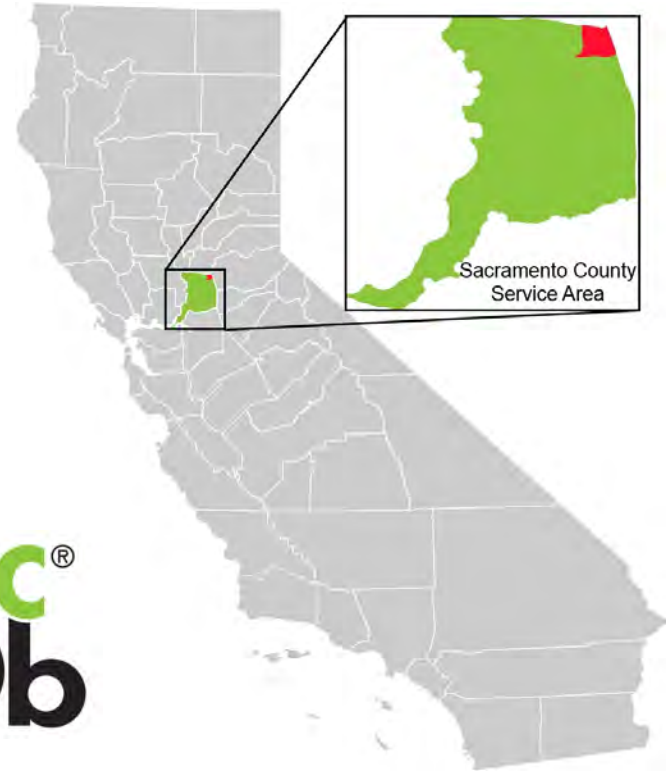
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# About Sacramento Public Library

- Fourth largest library system in CA
- Population served – Over 1.3 million
- Last year's circulation – 7.5 million
- 28 branches
- 994 square miles service area
- INN-Reach users since 2007



**PATRONS LOVE IT!**



# About MARINet



- Consortium of nine libraries:
  - One county library with 10 branches
  - Six city libraries
  - Two academic libraries
- 8 of 9 MARINet libraries participate in Link+
- INN-Reach participant since 2012



# What is INN-Reach?

- Resource sharing tool from iii
- Integrates multiple libraries through their local ILS
  - Shared catalog
  - Patron initiated requesting
  - Cost effective fulfillment of requests



# What is Link+?

- Link+ is our INN-Reach system
- Server managed by iii
- 80 libraries in CA & NV
  - Public libraries
  - Academic libraries (ex. University of Nevada)
  - Special libraries (ex. Academy of Art)

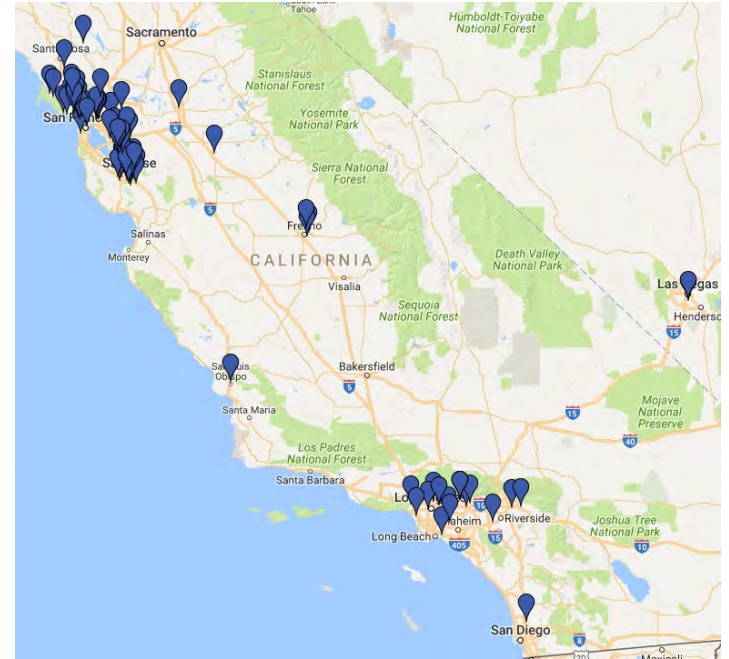


Image credit: Armacost Library staff at University of the Redlands



# Link+ Governance and Communications

- Operations Committee
  - All Link+ Coordinators
- Steering Committee
  - Elected group
  - 7 Link+ Coordinators and iii Rep
- Executive Committee
  - Elected group
  - 3 Directors
- Active listserv and repository





# Other INN-Reach Systems

- [MaineCat](#) – Maine
- [MeLCat](#) – Michigan
- [MOBIUS](#) – Missouri, Oklahoma, Iowa, Kansas and Texas now, too
- [PASCAL Delivers](#) – South Carolina
  - PASCAL = **P**artnership **A**mong **S**outh **C**arolina **A**cademic **L**ibraries
- [Prospector](#) – Colorado
- [San Diego Circuit](#) – California
- [SearchOhio](#) – Ohio, public libraries
  - OhioLINK is academics



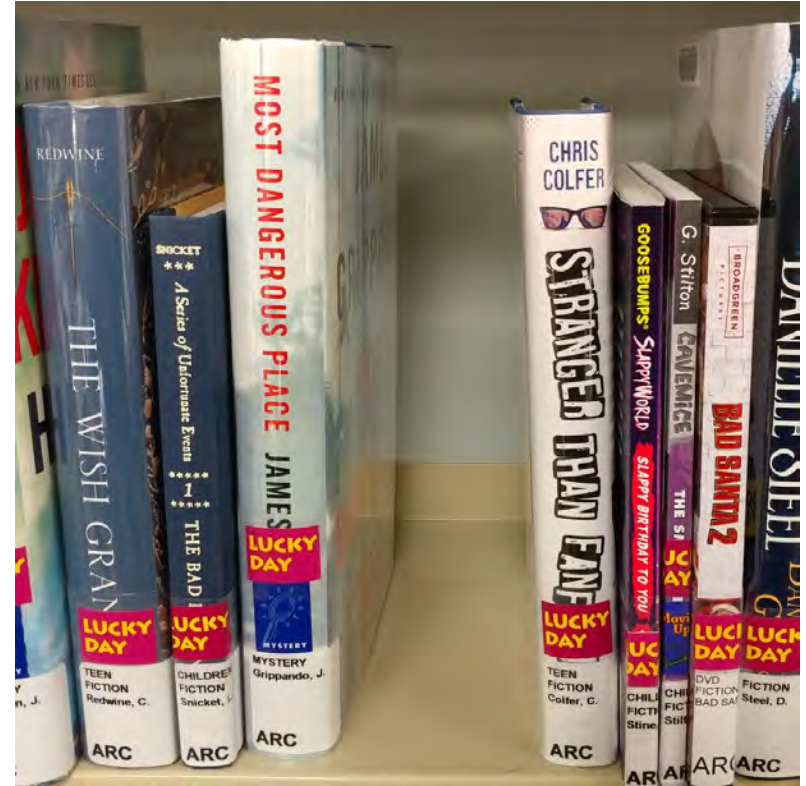
# Link+ vs. Traditional ILL

Link+	ILL
No charge	Borrowing and Lending Fees
Delivery time: Less than a week	Delivery time: 3-4 weeks
Only participating libraries	Most libraries worldwide
Books and media	Books, microfilms, special items
Staff time: Less than 5 min/item	Staff time: Up to an hour/item
Patron places requests	Library staff must place requests



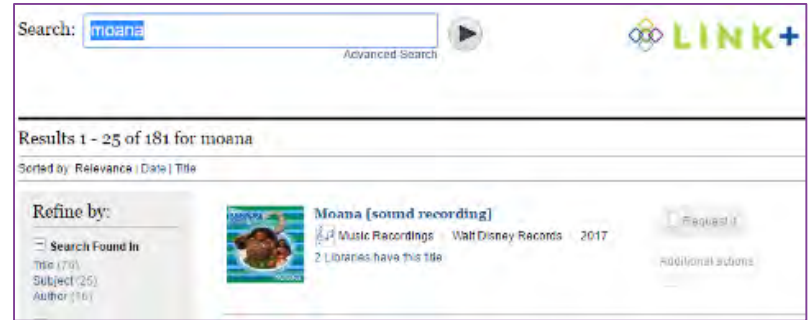
# How does Link+ work?


- Patrons request items
  - If their local library does not currently have it available
- Lending library fulfills the request
- From request to fulfillment is usually ~3 days!



# Request

- Patron searches the Link+ catalog
  - Classic or Encore
- Clicks “Request it”
- Completes the form
- Link+ servers send request to a library with that item available




Search:  Advanced Search 

Results 1 - 25 of 181 for moana

Sorted by: Relevance | Date | Title

Refine by:

Search Found in:  
Title (70)  
Subject (25)  
Author (16)

 **Moana [sound recording]**  
Music Recordings | Walt Disney Records | 2017  
2 Libraries have this title

Additional actions



What is LINK+ | LINK+ Requesting and Borrowing | For Librarians Only | [\(More Searches\)](#)

### Request Verification

Requesting *Managing creativity : the innovative research library* / Ronald C. Jantz.

Please enter the following information:

For example, type "Jane Smith".  
Your Name:

Barcode:  
Please enter your PIN or password  
PIN or password:

Pickup Institution: Sacramento Public  
Pickup Location: (Choose a Pickup Location)



# Routing and Delivery

- Request is sent to owning library
- Owning library packages items
- Shared courier delivers
- Staff note problems and check items in
- Patron is notified through their local ILS



# Borrowing

- Virtual record in local ILS

**sierra** FUNCTION **Check Out (Circulation Desk)**

Key or Scan Item or Patron Barcode

New View Edit

<b>Check Out</b>	<b>0</b>
<b>Checked-Out Items</b>	<b>17</b>
<b>Holds</b>	<b>28</b>
<b>Fines</b>	<b>\$8.75</b>
<b>Check In</b>	<b>0</b>
<b>INN-Reach</b>	<b>25</b>

### INN-Reach

Last Update	Title	Location	Barcode	Status
03-22-2017 ...	The great British bake off everyday : 100 foolproof recipes / by Linda Coll...	9sfp	312231071671669sfpl	04-12-2017
03-27-2017 ...	The Wiz live! / produced by Donna Suchan Smeland ; teleplay by Harvey F...	9ripl	311430114915209ripl	03-24-2017
01-31-2017 ...	The intervention / director, Clea DuVall.	9smco		Link+ Reque...
03-24-2017 ...	Guillermo del Toro : at home with monsters : inside his films, notebooks,...	9sfpl	312231188999559sfpl	IN TRANSIT
03-25-2017 ...	Guillermo Del Toro's Pan's labyrinth : inside the creation of a modern fair...	92pal	3118501406216292pal	IN TRANSIT
03-24-2017 ...	Cabinet of curiosities : my notebooks, collections, and other obsessions...	9sfpl	312231039544929sfpl	IN TRANSIT



# Borrowing

- Loan period depends on item type and local library rules
- Late fees
  - \$1/day all items
- Replacement fee
  - \$115 maximum
  - Link+ Coordinator works with owning library to determine \$



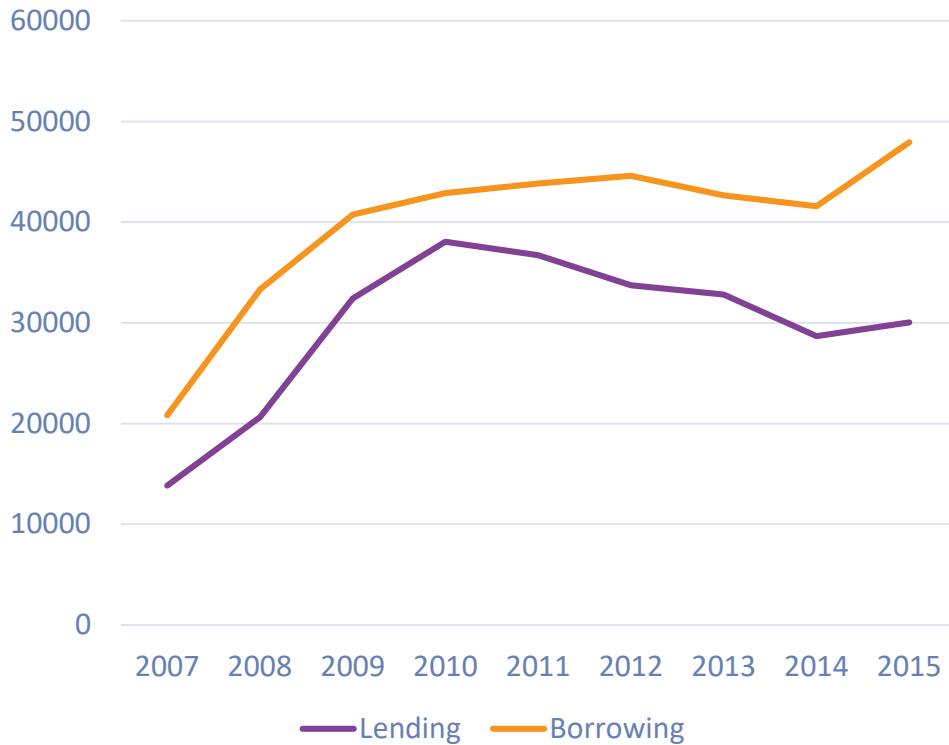
# SPL Statistical Highlights

- Last fiscal year saw a 13% increase in borrowed items
- This year we expect another 10% increase in borrowed items
- Since January this year
  - We are the 2<sup>nd</sup> most borrowed from library with 11,382 items
  - We are the 3<sup>rd</sup> most lent to library with 13,032 items





# SPL Link+ Fulfillment by Year



Fiscal Year	Lending	Borrowing	L/B Ratio
2007	13831	20819	.66
2008	20621	33318	.62
2009	32422	40758	.80
2010	38063	42883	.89
2011	36733	43851	.84
2012	33741	44606	.76
2013	32813	42651	.77
2014	28663	41586	.69
2015	30056	47926	.63
2016*	29573	39813	.74



# SPL Statistics

Since July 2007

- Our Patrons
  - Requested 448,590 items
  - Received 398,211 items
- We
  - Received 321,059 requests
  - Filled 296,516 requests

In February 2017

- Our Patrons
  - Requested 4,919 items
  - Received 4,387 items
- We
  - Received 4,024 requests
  - Filled 3,723 requests



# MARINet Statistics

- Decreases in lending to borrowing ratios
  - Most now around 1:1 lending to borrowing
- Some libraries in MARINet loan media, others do not

## Borrowing to Lending Ratio

Library	2016	2015	2014
Library A*	4.56	6.70	8.09
Library B*	1.55	0.94	0.68
Library C*	0.87	1.49	1.70
Library D*	2.03	2.71	3.05
Library E*	0.47	0.58	0.75
Library F*	0.89	1.03	1.20
Library G*	0.79	0.93	0.90

\*library names not shown for privacy



# MARINet Statistics

- Items borrowed increased 23% from 2015 to 2016
- Why?
  - Created a centralized support position
  - New help documentation
  - New libraries joining LinkPlus

## Items Borrowed in 2016

Library	No. of items
Library A*	670
Library B*	792
Library C*	12,053
Library D*	1,664
Library E*	1,427
Library F*	720
Library G*	2,299

\*library names not shown for privacy



## What Patrons Love

Love Link+ Borrowing –  
just because SPL doesn't  
have it doesn't mean  
they can't get it for you



# Setup/Config

13 pages of ...

- **Suppression codes (BCODE3, ICODE2, SCODE2, CODE1)**
  - Determine which Bib, Item, Checkin, and Order records appear in the INN-Reach catalog
- **856 Link Contribution**
  - Determine whether to send y-tagged 856 fields from Bib, Item, and Checkin records
- **Location codes**
  - Determine which item location codes are eligible to fill holds
  - Any location codes added later will also need to be added to INN-Reach



# Setup/Config (cont.)

- Map local codes to Central INN-Reach codes (P TYPE and I TYPE)
  - 85 local P TYPES to 5 INN-Reach P TYPES
  - 91 local I TYPES to 5 INN-Reach I TYPES
  - Changes to these local codes need to be (re-)mapped to INN-Reach codes
- Define Pickup Locations
  - Able to be suppressed in case of extended temporary closures
- Determine Patron verification
  - e.g., Barcode and PIN
  - Some libraries use name and barcode. Not everyone requires a PIN.



# Staffing

## SPL:

- 1 Link+ Coordinator
  - ~20 hours/week
- 1 Shari
  - ~2 hours/week
- 2 shelvers
  - ~19 hours/week each

## MARINet:

- 1 MARINet Link+ Coordinator
  - ~30 hours/week
- 8 Link+ Coordinators
  - ~2 hours/week each
- 8 shelvers
  - ~10 hours/week each





# Paging Slips

- Printed daily
- Slip inside front cover of item

03/18/2017

Link+ request has been placed on the following

**Shelving:** Galt Library  
**Call Number:** 635.965 M383u 2012  
**Volume:**  
**Author:** Martin, Tovah.  
**Title:** The unexpected houseplant : 220  
**Barcode:** [REDACTED]  
**Record#:** [REDACTED]  
**Owning Library:** Galt Library  
1000 Caroline Avenue  
Galt, CA 95632

Please pull this item and send it to the patron at the library location listed below:

**Name:** [REDACTED]

**Patron Type:** Link+ Media Borrower (no fines)

**Institution:** 72 - Oakland Public  
**Delivery Stop:** 72 - Oakland Public Library  
**Pickup At:** Childrens Rm Main Library



# Labels

- Paper wraps or removable Avery labels
- Template provided by Link+
- Labels include:
  - Owing Library and Courier Number
  - Destination Library and Courier number
  - Destination Branch
  - Patron Information



# Incoming Items

- Mix of items requested and items that are being returned
- MARINet receives ~10 bins/day



# Process Incoming Patron Requests

- Removed protective covering from media
  - Bubble mailer, bubble wrap
- Sort by branch location
  - If owning library did not indicate branch, find information on paging slip
- Send to branch



# Process Returned Items

- Removed protective covering from media
  - Bubble mailer, bubble wrap
- Remove rubber bands and labels
- Check item in, route to owning branches





# Process Outgoing Requests

- Wrap each item in rubber band
  - Keep paging slip in
  - Secure item
- Media is protected
- Sort by owning library's courier number
- If courier number is not on label look up



# Process Items Being Returned

- Check in item
- Damaged?
  - Contact Link+ Coordinator who will contact owning library
  - Replacement costs
    - Local library contacts patron who pays owning library
- No Claims Returned on Link+ items
- Damage or replacement fees sent on to owning library





# Packing Everything

- Outgoing requests and returns together
- Send in hard bins or soft bags
- Delivery label
- Zip tie
- Media protected
  - In bin or bubble mailer/wrap
- High lender/borrowers need many bins/bags



# Bins

- Media in bins, preferred
- Small bins
  - Media
  - Smaller lender/borrowers
- Large bins
  - Oversized books
  - High lender/borrowers
- Bins belong to owning library
  - Identify bin owner with label or spray paint name



# Bags

- Bags with gussets hold more material
- Label bags with name and courier number
- Grommet for zip tie



# Shipping Labels

- Label templates provide by courier
- Printed on standard printer
- Printed ahead of sorting
- Need a system of storing/retrieving labels
- Alert staff if running low on particular labels

The image displays four identical shipping labels from TRICOR, arranged in a 2x2 grid. Each label is for a move from Sacramento, CA to Los Angeles, CA. The sender is TRICOR at 828 I Street, Sacramento, CA 95814. The recipient is 465 Mt. St. Mary's Doheny at 10 Chester Place, Mccarthy Lib-Doheny Campus, Los Angeles, CA 90007. The labels include a table with columns for MOVE#, DATE, WEIGHT, and DECLARED VALUE, and a barcode. The TRACK ID for all labels is W008850726-426706001021.

MOVE#	DATE	WEIGHT	DECLARED VALUE
426706-001-021	03/20/17		

TRACK ID: W008850726-426706001021





# Moving Bins and Bags



# Zip Ties

- Use zip tie cutters NOT scissors



# Miscellaneous

- Save packing material to reuse
- Do not use torn shipping bags
- Make labels ahead of time
- Tall work surface or adjustable height surface





# Challenges

- Normal delivery issues
- Standardizing processes across 80 libraries
- Inconsistency between Link+ and local library fines
- Patrons love it! Maybe too much...they can request unlimited number of items
  - Borrowing limits depend on local library



# Thank you!

Feel free to use whatever you need.

There is also a training manual for processing Link+ and a PowerPoint for training branch staff on the conference website.

