



**25TH ANNUAL
INNOVATIVE USERS GROUP
CONFERENCE**

APRIL 2-5, 2017



Getting a Jump on Customer Demand

Susan Beckman & Margaret Jasinski
Arlington Heights Memorial Library
Arlington Heights, Illinois

April 3, 2017
Session F04, 1:30-2:30



WHAT WE'LL TALK ABOUT TODAY

- Library priorities
- Pre-publication efforts
- In-house turnaround
- Popular collections
- Re-cataloging to simplify
- Staffing and workflow changes
- Triage for troubled holds



ABOUT US

Population: 75,000

- 60,000 cardholders
- 30,000 active in last year

Circulation: 2.3 million

Materials Budget: \$1.3 million

Collection:

- 320,000 physical
- 525,000 eTitles

Staff:

- 70 full-time
- 160 part-time

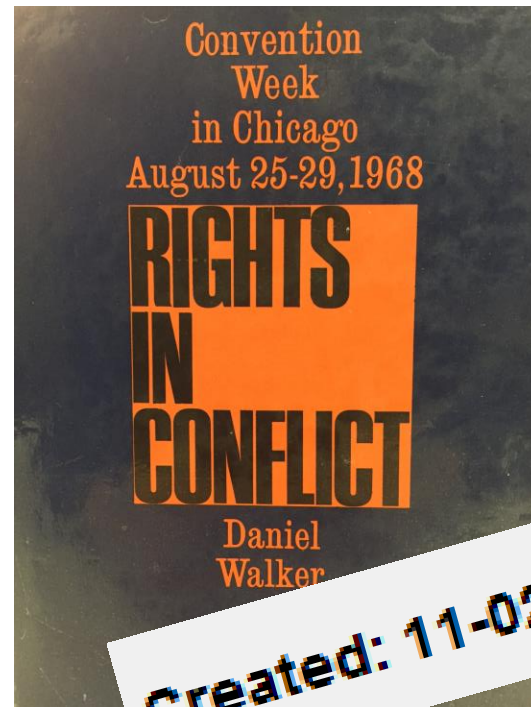


VINTAGE INNOVATIVE

```
Innovative on Innovative
*** INNOPAC -- Copyright 1999, Innovative Interfaces Inc ***
*** MAIN MENU ***

S > SEARCH the catalog
D > Catalog DATABASE maintenance
C > CIRCULATION subsystem
O > ORDERING and receiving subsystem
M > MANAGEMENT information
A > ADDITIONAL system functions
X > DISCONNECT

Choose one (S,D,C,O,M,A,X) |
```



VISION AND VALUES (ahml.info/about)

OUR VISION

The Arlington Heights Memorial Library strives to add value in our customers' lives by:

- ▶ partnering with them to develop skills they need to succeed in all stages of their lives;
- ▶ helping local businesses and community agencies thrive;
- ▶ inspiring understanding by creating occasions for the exchange of ideas, cultural experiences, and discovery; and
- ▶ offering opportunities in Arlington Heights for gathering, learning, and inspiration.

Amended by the Board of Library Trustees—January 17, 2017

OUR VALUES

We believe in:

- ▶ **Unparalleled Customer Service:** our best-in-class staff strives for continuous improvement by identifying and providing the services our residents and businesses need most.
- ▶ **Free and Equal Access:** all individuals have the right to choose for themselves what to read, hear, or view.
- ▶ **Diversity and Inclusion:** we cultivate an inclusive atmosphere, celebrate our diversity, and create an environment for the open exchange of differing ideas and points of view.
- ▶ **Fiscal Responsibility:** all decisions are weighed against the value added to the lives of our customers.
- ▶ **A Focus on Arlington Heights:** we are a part of the fabric of our community; all services are tailored to the unique needs of our residents and businesses.

Amended by the Board of Library Trustees—January 17, 2017



OUR PRIORITIES

- ✓ **Popular Materials**
- ✓ Popular Programs
- ✓ Technology Instruction and Access
- ✓ Audience Development



POPULAR MATERIALS PRIORITY



“... ensure they are easy to find, and make every effort to deliver them ... with minimal waiting ...”



PRE-PUB EFFORTS “Coming Soon”

Arlington Heights Memorial
LIBRARY ▶

HOME BORROW PROGRAMS & CLASSES RESEARCH GET INVOLVED SERVICES KIDS TEENS

Search the Library Catalog **SEARCH**

▶ Advanced Search Chat 24/7

TECH FAIRE

Explore, create, and play with robots, circuits, virtual reality, and more!

LIBRARY NEWS 1 of 5 ▶
Buying or selling a home? Join us for two workshops to learn more

STUDIO

BUSINESS CENTER

BOARD MEETING HIGHLIGHTS

WHAT OUR CUSTOMERS ARE SAYING

NEW TO THE LIBRARY

DVDS	EAUDIOBOOKS	FICTION	SUSPENSE
BLU-RAYS	EBOOKS	MYSTERIES	NONFICTION
CDS	LARGE TYPE	ROMANCE	BIOGRAPHIES
AUDIOBOOKS	VIDEO GAMES	SCIENCE FICTION	

COMING SOON

DVDS
BLU-RAYS
BOOKS

UPCOMING PROGRAMS

CANCELED - Senior Center: Intro to Computers
Thursday, March 2, 9:00 am - 12:00 pm



New Movies

Coming Soon

In Theaters

Coming Soon

Showtimes & Tickets >

Mar 10 | Mar 17 | Mar 24 | Mar 31

< Prev March 2017 Next >

March 10

**Kong: Skull Island (2017)**

PG-13 120 min - Adventure | Fantasy

A team of explorers and soldiers travel to an uncharted island in the Pacific Ocean that they are crossing to the chain of monsters, including the mythic Kong.

Director: Jordan Vogt-Roberts

Stars: Tom Hiddleston, Samuel L. Jackson, Brie Larson, John C. Reilly

Watch Trailer

Add to Watchlist

Get Tickets

**Raw (2016)**

R 99 min - Drama | Horror

Metascore: 85/100 (7 reviews)

When a young vegetarian undergoes a carnivorous hazing ritual at vet school, an unbidden taste for meat begins to grow in her.

Director: Julia Ducournau

Stars: Garance Marillier, Ella Rumpf, Rabah Nait Oufella, Laurent Lucas

Watch Trailer

Add to Watchlist

**Badrinath Ki Dulhania (2017)**

107 min - Comedy | Drama | Romance

Blu-ray & DVD

4K UHD

In Theaters

Games

People

New

When Entertainment Happens

This Week's Releases

View By Month

Weekend Box Office

Just Added

Week of March 6, 2017

VIEW ENTIRE MONTH



The Wall

OPENS ON FRIDAY, MARCH 10

Starring: John Cena, Aaron Johnson

Directed by: Doug Liman

SUSPENSE—Synopsis not yet available.

1 VIDEO

Kong: Skull Island

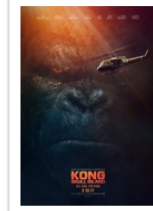
OPENS ON FRIDAY, MARCH 10

Starring: Tom Hiddleston, John Goodman, Brie Larson

Directed by: Jordan Vogt-Roberts

ACTION/ADVENTURE—When a scientific expedition to an uncharted island awakens titanic forces of nature, a mission of discovery becomes an explosive war between monster and man... [More >](#)

3 PHOTOS 2 VIDEOS NEWS



T2: Trainspotting

OPENS ON FRIDAY, MARCH 10

Starring: Ewan McGregor, Robert Carlyle, Jonny Lee Miller

Directed by: Danny Boyle

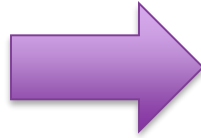
DRAMA—First there was an opportunity... then there was a betrayal. Twenty years have gone by. Much has changed but just as much remains the same. Mark Renton (Ewan McGregor) returns to the only place he... [More >](#)

2 VIDEOS



Pre-Pub: For Movies

Email sent
from selector
to
acquisitions
assistant



Zhang, Yimou
The Great Wall

Verbinski, Gore
A Cure for Wellness

Zandvliet, Martin
Land of Mine
Language: Danish

Mastretta, Catalina Aguilar
Everybody Loves Somebody

Franco, James, 1978-
In Dubious Battle



Pre-Pub: For Movies

Clues to the pre-pub status:

o10364572 Last Updated: 02-16-2017 Created: 02-14-2017 Revisions: 2

ACQ TYPE	p PURCHASE	CODE4	- ---	RDATE	- -
LOCATION	adult Adult Collection	E PRICE	\$0.00	RLOC	a ACQUISITIONS
CDATE	- -	FORM	d DVD	BLOC	a ACQUISITIONS
CLAIM	- ---	FUND	xhaha Prerelease temp	OSTATUS	1 TO BE ORDERED
COPIES	1	ODATE	02-14-2017	FLOC	- ---
SELECTOR	c ROSSIN	ORD NOTE	- ---	VENDOR	none none
CODE2	- ---	ORD TYPE	f FIRM ORDER	LANG	eng English
CODE3	- ---	RACTION	r RESERVE	VOLUMES	1



Pre-Pub: For Movies

AUTHOR	100	1	<input type="checkbox"/>	No DVD release date information available
TITLE	245		0	Get Out h[DVD]
PUBLISHER	260			** Title entered in the catalog on February 14, 2017**
PUBLISHER	260			** If a DVD is not released in the United States within 18 months, this title will be removed from t
SUBJECT	690			Coming attractions, 2017Z
ADD AUTHOR	700	1	<input type="checkbox"/>	Peele, Jordan, 1979-



d SUBJECT coming attractions Search + Local

Browse

- German 2
- Persian, Modern 2
- Portuguese 2
- Hebrew 1
- Arabic 1

Locations

- Adult 490

Phrase

- Coming attractions, 20148 4
- Coming attractions, 20153 2
- Coming attractions, 20154 2
- Coming attractions, 20155 4
- Coming attractions, 20156 4
- Coming attractions, 20157 5
- Coming attractions, 20158 12
- Coming attractions, 20159 4
- Coming attractions, 20161 11
- Coming attractions, 20162 7
- Coming attractions, 20163 20
- Coming attractions, 20164 12
- Coming attractions, 20165 12
- Coming attractions, 20166 33
- Coming attractions, 20167 25
- Coming attractions, 20168 20
- Coming attractions, 20169 20
- Coming attractions, 20171 67
- Coming attractions, 20172 71
- Coming attractions, 20173 46
- Coming attractions, 201510 7
- Coming attractions, 201511 6
- Coming attractions, 201512 6
- Coming attractions, 201610 19
- Coming attractions, 201611 30
- Coming attractions, 201612 41

Results

Format	Description
1 Blu-ray	Indexed Entry: <i>Coming attractions, 20148</i> Another Me [Blu-ray] No Blu-ray release date information available Adult
2 DVD	Indexed Entry: <i>Coming attractions, 20153</i> Policeman [DVD] No DVD release date information available Adult
3 DVD	Indexed Entry: <i>Coming attractions, 20158</i> The Writers' Guild of America [DVD] No DVD release date information available Adult
4 DVD	Indexed Entry: <i>Coming attractions, 20158</i> The Writers' Guild of America [DVD] No DVD release date information available Adult
5 DVD	Indexed Entry: <i>Coming attractions, 20173</i> Bloodline. Season 1 [DVD] Adult
6 DVD	Indexed Entry: <i>Coming attractions, 20153</i> Broadchurch. Season 3 [DVD] No DVD release date information available

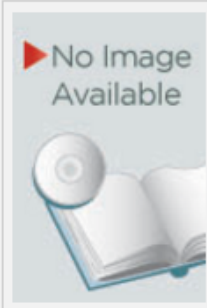
Pre-Pub: For Movies

Coming attractions, 20167	25
Coming attractions, 20168	20
Coming attractions, 20169	20
Coming attractions, 20171	67
Coming attractions, 20172	71
Coming attractions, 20173	46



Pre-Pub: For Movies

[Return to your search](#)



Get Out

No DVD release date information available,
(DVD)

On Order (Upon Release)
(77 holds)

[Place hold](#)

★★★★★ (0)
([Log in to vote](#))

[Availability](#) [Details](#) [Series](#) [Community Reviews](#) [Related Searches](#) [List](#) [Tags](#)

Published: ** Title entered in the catalog on February 14, 2017** ** If a DVD is not released in the United States within 18 months, this title will be removed from the library catalog, and all reserves will be canceled. **

Language: English

Related Searches:
[Coming attractions, 20172](#)

Additional Credits:
[Peele, Jordan, 1979-](#)



Pre-Pub: For Movies



T2 Trainspotting

No DVD release date information available, (DVD)

On Order (Upon Release)
(21 holds)

Place hold

★★★★★ (0)
(Log in to vote)



Song To Song

No DVD release date information available, (DVD)

On Order (Upon Release)
(23 holds)

Place hold

★★★★★ (0)
(Log in to vote)



The Belko Experiment

No DVD release date information available, (DVD)

On Order (Upon Release)
(20 holds)

Place hold

★★★★★ (0)
(Log in to vote)

LIBRARY

▶ COMING SOON

FICTION

SUSPENSE

DVDS

MYSTERIES

NONFICTION

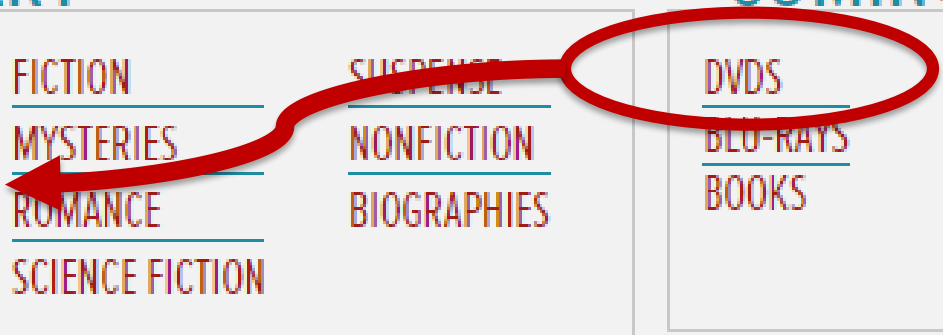
BLU-RAYS

ROMANCE

BIOGRAPHIES

BOOKS

SCIENCE FICTION



Pre-Pub: For Movies

Before I Fall



27 holds on first day



Get Out



58 holds in first 10 days



Pre-Pub: For Books

▶ NEW TO THE LIBRARY

DVDS

BLU-RAYS

CDS

AUDIOBOOKS

EAUDIOBOOKS

EBOOKS

LARGE TYPE

VIDEO GAMES

FICTION

MYSTERIES

ROMANCE

SCIENCE FICTION

SUSPENSE

NONFICTION

BIOGRAPHIES

▶ COMING SOON

DVDS

BLU-RAYS

BOOKS



Pre-Pub: For Books

AUTHOR

Ng, Celeste

TITLE

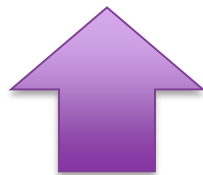
Little fires everywhere

PUBLISHER

Projected publication: Sept 2017

SUBJECT

Popular prepubs



Heading added to adult Fiction with multiple copies on order; and to Fiction with holds



Pre-Pub: For Books

Showing results 21 to 40 of 297

Showing results 61 to 80 of 297

Show: 20 | 60 | 120

Sort by: Just Added



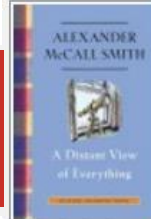
★★★★★ (0)
(Log in to vote)

Brighter Than The Sun

Banks, Maya
(Book)

On Order (6 holds)

[Place hold](#) | [Reviews](#) | [Tag](#) | [Lists](#)



★★★★★ (0)
(Log in to vote)

A Distant View Of Everything

McCall Smith, Alexander
(Book)

On Order (1 hold)

[Place hold](#) | [Reviews](#) | [Tag](#) | [Lists](#)



Exposed

Scottoline, Lisa
(Book)

On Order (22 holds)

[Place hold](#) | [Reviews](#) | [Tag](#) | [Lists](#)



25th Anniversary

IUG2017

Pre-Pub: Customer-driven acquisitions



Selectors use B&T carts as starting point:

- MVP carts;
- Romantic Times lists;
- Forecasts lists; and
- Booking Ahead lists.

If we don't order a title that appears in one of those carts, the selector puts it in a CDA cart. Acquisitions loads that cart with distinctive codes.



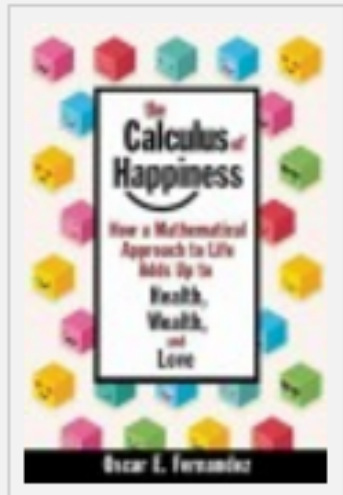
Customer-driven record in Sierra

Clues to the pre-pub status:

ACQ TYPE	PURCHASE	CODE4	- ---	RDATE	- -
LOCATION	xxxxx xxx	E PRICE	\$24.95	RLOC	a ACQUISITIONS
CDATE		FORM	D BOOK	BLOC	a ACQUISITIONS
CLAIM	- ---	FUND	xacq Customer driven acq	OSTATUS	1 TO BE ORDERED
COPIES	1	ODATE	01-24-2011	TLOC	- ---
SELECTOR	- ---Selector	ORD NOTE	- ---	VENDOR	8b&tr Baker & Taylor / Adult main
CODE2	- ---	ORD TYPE	f FIRM ORDER	LANG	eng English
CODE3	- ---	RACTION	- ---	VOLUMES	0
NOTE	2017/04/18 Hardcover				
INT. NOTE	Customer Choice, see Jon				
SOURCE	B&T download				



Customer-driven record in the catalog



The Calculus Of Happiness : How A Mathematical Approach To Life Adds Up To Health, Wealth, And Love

(2017)

Fernandez, Oscar E. (Oscar Edward)

(Book)

Place Hold To Trigger Order

Place hold



Customer-driven: outcomes

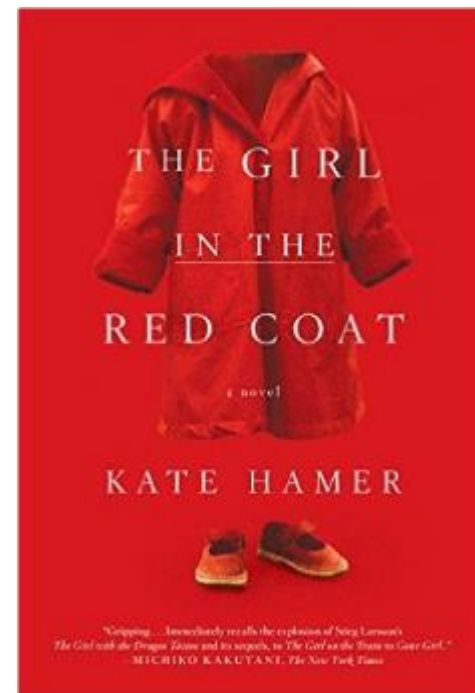
- 200-250 titles added to the catalog per month; fiction and nonfiction
- About 1/3 of the titles ultimately get ordered (due to a hold being placed)
- These DO typically circulate more than once.....



Customer-driven: outcomes

- 39 titles with 0 checkouts (4%)
- 112 titles with 1 checkout (11%)
- 865 titles with 2+ checkouts (85%)

1 title with 24 checkouts!



BEHIND THE SCENES - *Speeding things-up*

- Paperless receiving
- Flags
- Fast-track carts
- Daily 'morning hunt'
- Shelf-ready services



BEHIND THE SCENES: *Speeding things-up - Paperless*

OLD WAY:
not paperless



BEHIND THE SCENES : *Speeding things-up- Paperless*

NEW WAY:

- Acquisitions affixes 1 barcode; scans it into Order record

INT. NOTE	J/GN/ARCHIE					
SOURCE	B&T download					
ITEM INFO	31184025155032					
PAID	DATE	INVD	INV#	AMT	VOUCHER	COPIES
	11-18-2015	11-17-2015	2031367823	\$17.93	128230	002

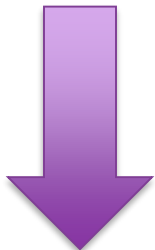
- Cataloging scans barcode to bring up Order record for cataloging instructions



BEHIND THE SCENES : *Speeding things-up - Flags*



Green



There's
a hold!





BEHIND THE SCENES: *Speeding things-up* *Carts*

Red-hot!
Keep it
moving!



BEHIND THE SCENES: *Speeding things-up*

The “Morning Hunt” – to find items in Tech Services that had a hold placed on them since they came to us



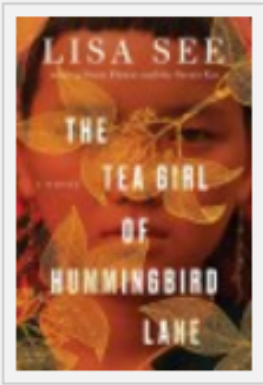
- Utilizes a Sierra saved search
- Need to hunt down 5-10 titles per day
- Flag it! Add to fast-track cart

BEHIND THE SCENES: *Speeding things-up, Shelf-ready*

About half of our books come shelf-ready from Baker & Taylor

- Staff reduced; moved to public services
- Materials skip Cataloging and Processing
- Timely messages in the catalog





The Tea Girl Of Hummingbird Lane (2017)

See, Lisa
(Book)

Call Number Publisher's release date: Mar. 21, 2017
MARKETPLACE/FICTION/SEE,L

On Its Way (25 holds on 13 copies)

[Place hold](#) | [Check Partner Libraries](#)

★★★★★ (0)
(Log in to vote)

**BEHIND THE
SCENES:
Speeding
things up,
Shelf-ready**

- Availability
- Details
- Series
- Community Reviews
- Related Searches
- Lists
- Tags

Location	Call Number	Item Status
Marketplace	Publisher's release date: Mar. 21, 2017 MARKETPLACE/FICTION/SEE,L	On Its Way
Marketplace	MARKETPLACE/FICTION/SEE,L	On Its Way
Marketplace	MARKETPLACE/FICTION/SEE,L	On Its Way
Marketplace	MARKETPLACE/FICTION/SEE,L	On Its Way



CREATING NEW DEMAND



GRAB A BASKET

Check one out to bring home, or just use it while you're here.



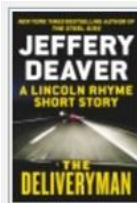
MORE DEMAND TO COME?

Unusual items/services
(Ann Arbor, Elmhurst)



eFormats in the catalog

- Old way:
 - Limited number of eTitles in the catalog
 - Log in on Hoopla, Overdrive, etc. to search
- New way:
 - All eTitles uploaded into catalog
 - Direct link to Hoopla, Overdrive, etc. for easy downloading



★★★★★ (0)

The Deliveryman : A Lincoln Rhyme Short Story

(2016)

Deaver, Jeffery.
(eBook)

[Access this Title](#) | [Reviews](#) | [Tag](#) | [Lists](#)

Request for customer at: [Express Reserves](#) [Senior Center](#) [Bookmobile](#) [Drive-Up](#)



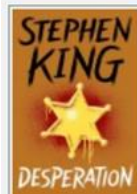
★★★★★ (0)

Two Minutes In The Bible For Men (2016)

Bailey, Boyd 1960-
(eBook)

[Access this Title](#) | [Reviews](#) | [Tag](#) | [Lists](#)

Request for customer at: [Express Reserves](#) [Senior Center](#) [Bookmobile](#) [Drive-Up](#)



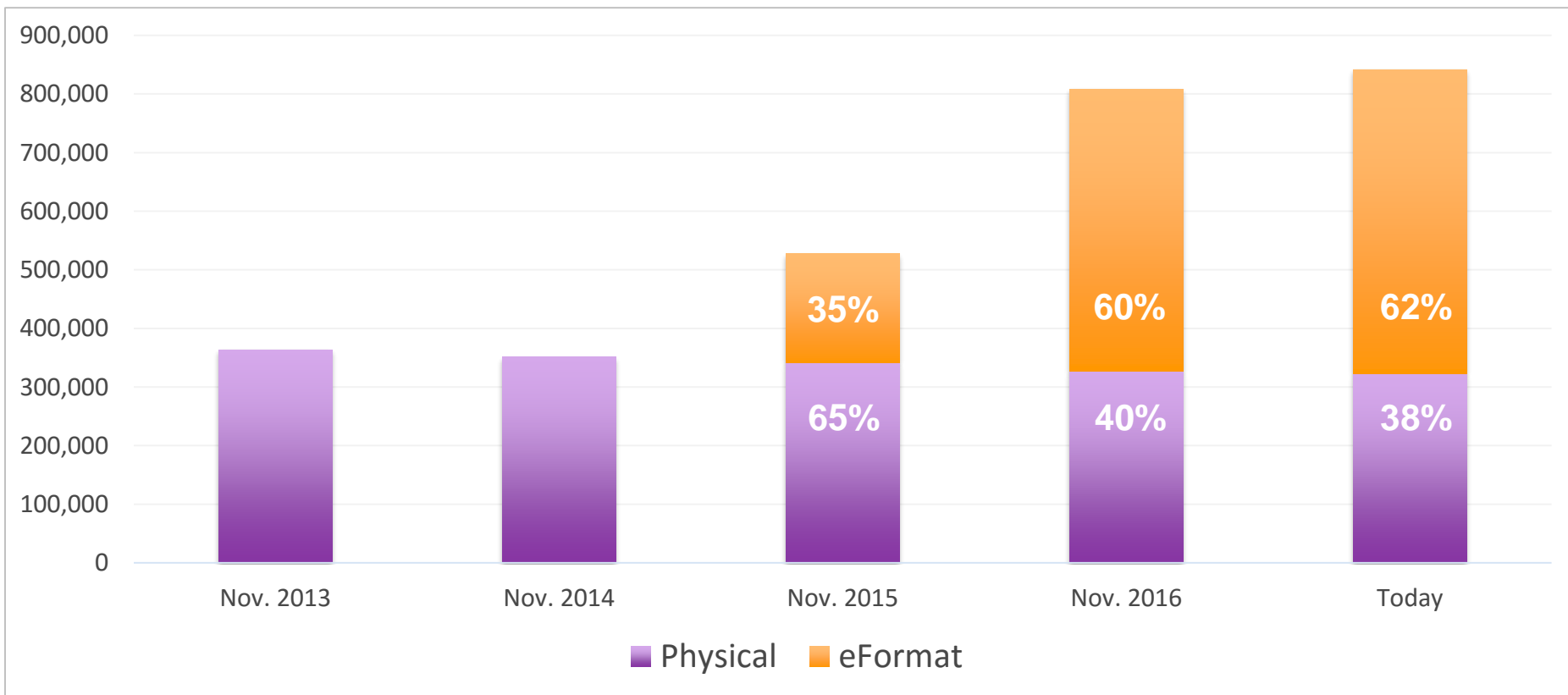
Desperation (2016)

King, Stephen 1947-
(eBook)

[Access this Title](#) | [Reviews](#) | [Tag](#) | [Lists](#)



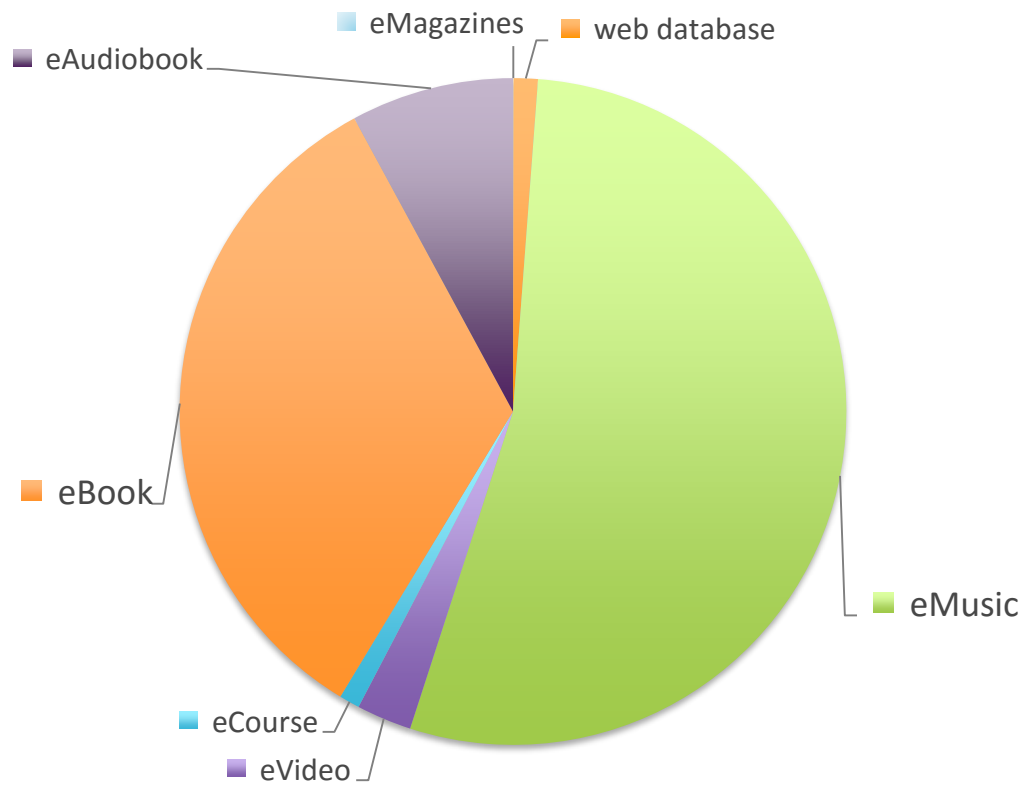
eFormats in the catalog



eFormats in the catalog

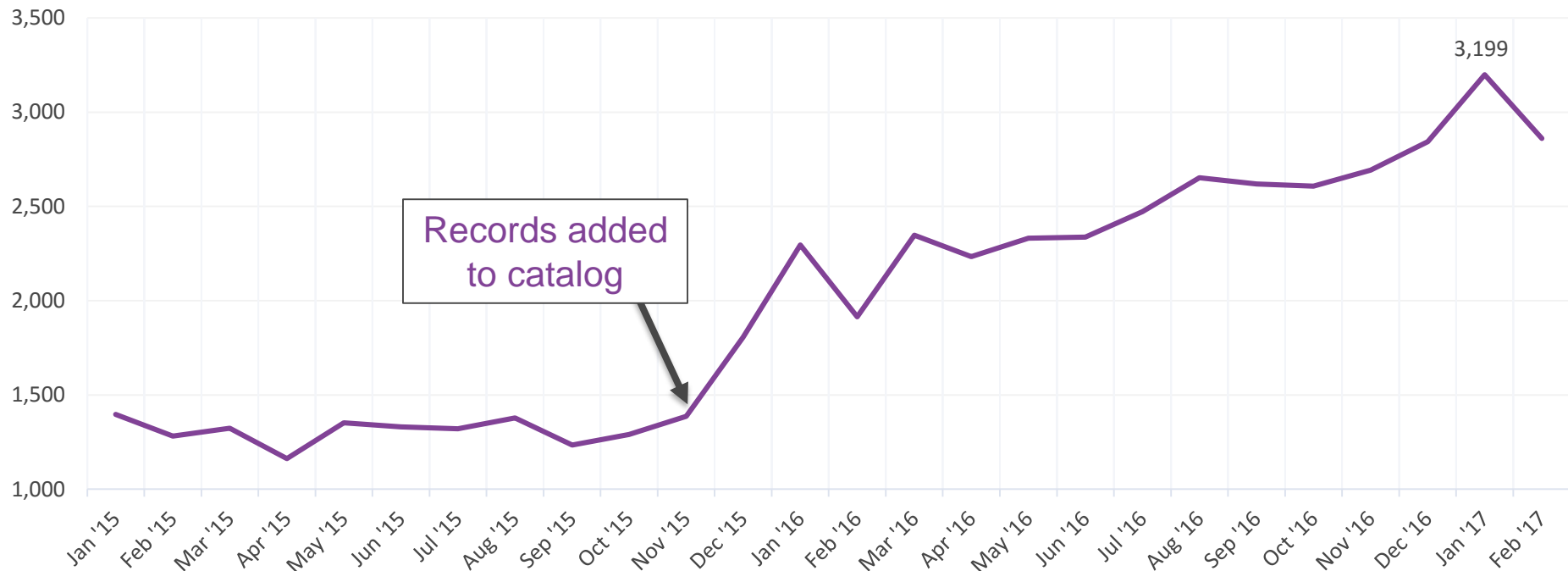
523,000 eTitles
and growing

Hoopla
Gale
Cloud Library (3M)
Overdrive
Lynda.com
Zinio
Flipster



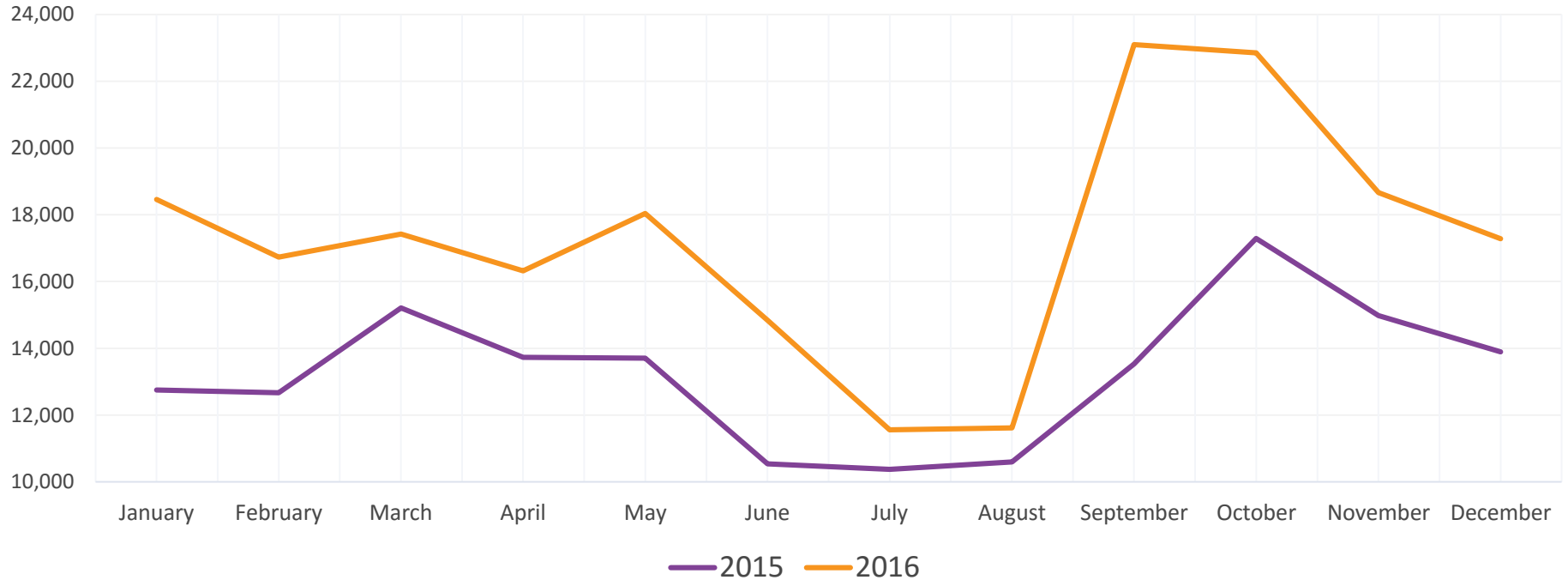
eFormats in the catalog

Total Hoopla Checkouts



eFormats in the catalog

Electronic Checkouts

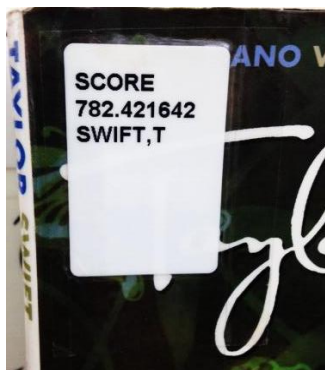


Speeding Access to Materials



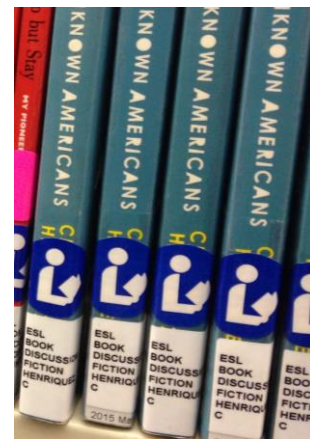
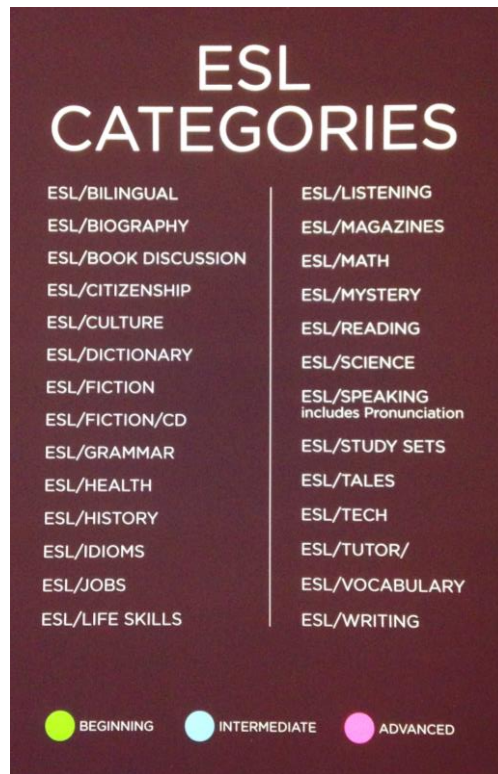
Speeding Access – Music Scores

- Collection consists of 700+ titles
- **Old Way:**
 - Items cataloged by Dewey, all starting 782....
 - Difficult to browse and shelve
- **New Way:**
 - Items cataloged by genre, then by artist or title
 - Easy to browse and shelve



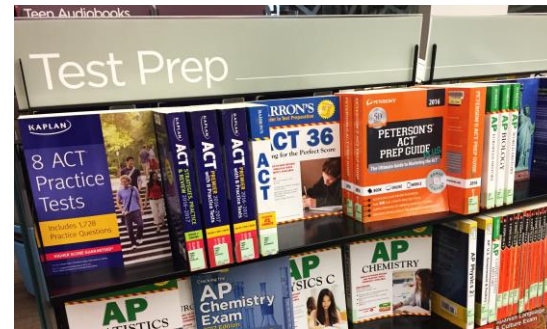
Speeding Access – ESL Collection

- Collection features 2,000+ items
- **Old Way:**
 - Items cataloged by Dewey, many starting 428....
 - Difficult to browse
- **New Way:**
 - Items cataloged by category, then by author or title
 - Easy to browse similar types of items

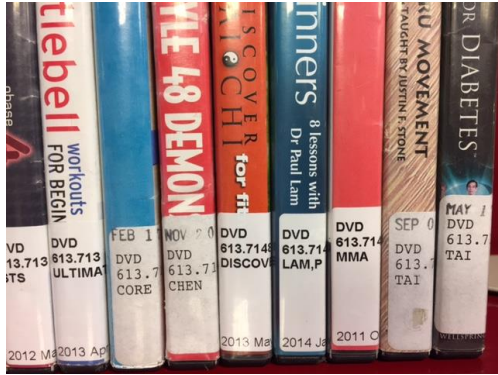


Speeding Access – Teen Test Prep Books

- Large selection of test prep books located in Adult section, including test books for Teens (ACT, SAT, etc.)
- **Old Way:**
 - Items cataloged by Dewey
 - Interfiled with Adult test books
 - Not a lot of exposure
- **New Way:**
 - 200 books pulled from Adult test books
 - Removed Dewey, cataloged by test
 - Moved near other Teen books



Speeding Access – Exercise DVDs



613.7
FITNESS
SHAPE

- Exercise DVDs are one of our most popular Nonfiction DVD categories with 700+ items
- Old way:
 - All beginning 613.7.... and beyond
- New way:
 - Nine categories, including: Fitness, Pilates, Yoga
 - All 613.7, no additional decimals
 - 613.7/Category/Instructor or Title



Speeding Access – Adult AV

- 24,000 DVDs and blu-rays across 14 different genres
- Old Way:
 - Movies labeled by genre and first letter of title
 - Difficult to find specific titles
- New Way:
 - All movies relabeled with first three letters of title
 - Items found MUCH faster



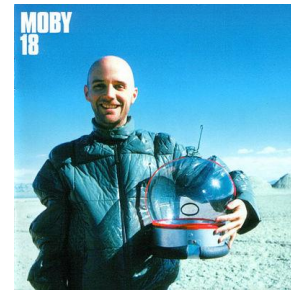
Sunset Song

- » 700 Drama “S” movies
- » 17 Drama “Sun” movies



Speeding Access – Music CDs

- A well-used collection, featuring over 16,000 CDs
- Previously, **Pop/Rock** included:
 - Dean Martin
 - Metallica
 - Moby
- **New way:**
 - Dean Martin » **Easy Listening**
 - Metallica » **Metal**
 - Moby » **Electronic**



Speeding Access – Displays

- Displays throughout the library with high-interest items in a place where they are easy to find
 - Coming to Chicago
 - Monthly themed movie displays
 - Trending displays
 - Staff Picks



Speeding Access – Displays

- Old Way:
 - Items on display all said “in library” in the public catalog
 - If not on regular shelf, A LOT of time was spent checking all displays to locate materials
- New way:
 - Displays throughout the library have a special status in Sierra
 - Helps customers and staff easily locate items



Speeding Access – Displays

Select ✕

9 g	AV REVIEW a	BILLED n	CLAIMS RETURN z
COLL AGENCY c	Dunton Display b	IN LIBRARY -	IN PROCESS p
IN TRANSIT t	Kids' Staff Picks 8	Kids' Trending r	LIB USE ONLY o
LIBRARY USE e	LINKN CANCEL'D)	LINKN ON LOAN @	LINKN PAGED (
LINKN RE-REQ _	LINKN RECVD #	LINKN REQ &	LINKN RET'D %
MISSING m	ON HOLDSHELF !	On Its Way f	ON SEARCH s
PAID \$	RECATALOGING x	Special Display w	Staff Picks d
Teen Display i	Trending k	UNAVAILABLE v	UNDER REVIEW u

OK Cancel



Death Stalks Door County : A Dave Cubiak Door County Mystery (2014, original release: 2014)

Series: Skalka, Patricia. Dave Cubiak Door County mystery
Skalka, Patricia
(Book)

Call Number MYSTERY/SKALKA,P

Available
(1 hold on 1 copy)

★★★★★ (0)
(Log in to vote)

[Place hold](#) | [Check Partner Libraries](#)

[Availability](#) [Details](#) [Series](#) [Community Reviews](#) [Related Searches](#) [Lists](#) [Tags](#)

[Location Marketplace](#)

[Call Number Trending](#)

Item Status
Available



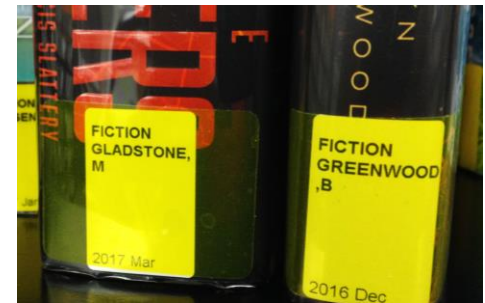
Speeding Access – New Materials

- New materials located in our Adult Marketplace
- Set up like a bookstore for easy browsing
 - 24 categories, including: Fiction, Suspense, Cooking, History, Travel



Speeding Access – New Materials

- All items are labeled with the category
- Nonfiction includes Dewey
- **Old Way:**
 - Only categories, no author information unless Nonfiction
 - In certain sections, it was difficult to maintain order
- **New Way:**
 - After customer and staff feedback, author information added to: **Fiction, Mystery, Suspense, Science Fiction, Biographies and Memoirs**
 - Easier to find specific authors



Improving Processes

- Shelving Materials
- A New Department
- Customer Requests
- Managing Holds



Improving Processes – Shelving Materials


- Old way:
 - Check in ➡ Cart ➡ “Just Returned” shelves ➡ Cart ➡ Final shelf location
 - Up to 48 hours before materials made it to their final shelf location
- Customer and staff frustration
- Double-handling materials



Improving Processes – Shelving Materials

- New way:
 - “Just Returned” shelves removed
 - Check in → Cart → Shelf
- Fewer touches
- “Just returned” status in catalog dropped from 48 to 24 hours
- HUGE customer benefit

[Return to your search](#)



Casino Royale (2012)
Fleming, Ian 1908-1964
(Book)

Call Number **MYSTERY/FLEMING,I**

Available
(0 holds on 1 copy)

[Place hold](#) | [Check Partner Libraries](#)

Request for customer at: [Express Reserves](#) [Senior Center](#) [Bookmobile](#) [Drive-Up](#)

★★★★★ (0)

[Availability](#) [Details](#) [Series](#) [Community Reviews](#) [Related Searches](#) [Lists](#) [Tags](#)

Location Mysteries	Call Number MYSTERY/FLEMING,I	Item Status Just Returned
-----------------------	----------------------------------	-------------------------------------



Improving Processes – A New Department

- Studied workflows to determine new ways to be efficient
- Merged four units from two departments
 - Shelves
 - Collection Assistants
 - Reserves
 - Check-in staff

} **Materials
Handling**



Materials Handling

- Staff of 45 is cross-trained in all areas
- Increasing efficiency led to reallocating hours to other departments



Improving Processes – Customer Requests

Old way:

- Customers call to request specific items that show “in library” in our catalog
- Staff places hold for customer
- Item appears on next printing of paging lists
- Customers can wait 12+ hours until item is pulled

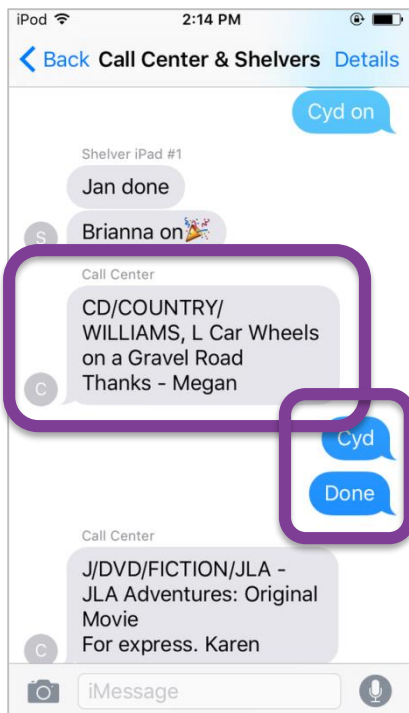


Improving Processes – Customer Requests

New way:

Customers call and request an item for pick-up

- ✓ Call Center staff communicates directly with staff on the floor via iPad/iPods
- ✓ Staff on floor immediately searches for “in library” item(s)
- ✓ Hold is triggered and sent to pick-up location
- ✓ Items are at most pick-up locations within minutes



Improving Processes – Managing Holds

- Popular Materials Priority: minimal waiting for even the most in-demand items.
- Hold ratios:
 - Books: 3 holds/copy
 - Audiobooks: 2 holds/copy
 - DVDs/Blu-rays: 8 holds/copy
 - TV shows: 6 holds/copy
 - Music CDs: 4 holds/copy
 - Video games: 8 holds/copy
- High Demand Holds report
 - How many copies to order

Mar 2 2017		CURRENT						TARGET	BUY
Bib Record #	Title	Material Type	System Holds	Eligible Items	# items on order	Holds Ratio	n of n:1 ratio	# to order to get the desired ratio	
b26193619	The book of joy [Audiobook	Audiobook CD	5	1	0	5	4	1	
b26356478	The girl before [Audiobook C	Audiobook CD	8	1	0	8	4	1	
b26919953	The dry [Audiobook CD] : a n	Audiobook CD	5	1	0	5	4	1	
b26602027	Lincoln in the bardo [Audiobi	Audiobook CD	13	3	0	4	4	1	
b25642224	A gentleman in Moscow [Aud	Audiobook CD	9	2	0	5	4	1	
b21340961	Turbo Kid [Blu-ray + DVD co	Blu-ray	56	0	0	no items owned	8	7	
b26600304	Moana [Blu-ray]	Blu-ray	177	0	19	9	8	4	



Improving Processes – Managing Holds

- Setting up different display statuses left holds (inadvertently!) falling through the cracks
- **Solution:** Use of create lists to find troubled holds
 - Run list twice a week
 - 10-15 items each time

Term	Operator		Type	Field	Condition	Value A	Value B	
1		(ITEM	STATUS	equal to	8		
2	OR		ITEM	STATUS	equal to	d		
3	OR		ITEM	STATUS	equal to	b		
4	OR		ITEM	STATUS	equal to	r		
5	OR		ITEM	STATUS	equal to	l		
6	OR		ITEM	STATUS	equal to	k		
7	OR		ITEM	STATUS	equal to	w)
8	AND		BIBLIOGRA	HOLD	exist			

(ITEM STATUS equal to "8" OR ITEM STATUS equal to "d" OR ITEM STATUS equal to "b" OR ITEM STATUS equal to "r" OR ITEM STATUS equal to "l" OR ITEM STATUS equal to "k" OR ITEM STATUS equal to "w") AND BIBLIOGRAPHIC HOLD exist AND BIBLIOGRAPHIC Hold Frozen equal to "false" AND ITEM OPACMSG not equal to "b"



Improving Processes – Managing Holds

- Other lists to catch “troubled” holds

- Odd Statuses

- ~70 items/week

Term	Operator	Type	Field	Condition	Value A	Value B
1	(ITEM	STATUS	equal to	\$	
2	OR	ITEM	STATUS	equal to	a	
3	OR	ITEM	STATUS	equal to	c	
4	OR	ITEM	STATUS	equal to	o	
5	OR	ITEM	STATUS	equal to	n	
6	OR	ITEM	STATUS	equal to	s	
7	OR	ITEM	STATUS	equal to	t	
8	OR	ITEM	STATUS	equal to	u	

(ITEM STATUS equal to "\$" OR ITEM STATUS equal to "a" OR ITEM STATUS equal to "c" OR ITEM STATUS equal to "o" OR ITEM STATUS equal to "n" OR ITEM STATUS equal to "s" OR ITEM STATUS equal to "t" OR ITEM STATUS equal to "u") AND BIBLIOGRAPHIC HOLD exist AND BIBLIOGRAPHIC Hold Frozen equal to "false" AND BIBLIOGRAPHIC Hold Placed less than "03-13-2017"

- Missing

- ~130 items/week

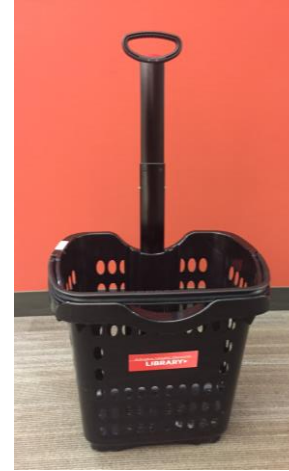
Term	Operator	Type	Field	Condition	Value A	Value B
1	(BIBLIOGRAPH...	HOLD	exist		
2	OR	ITEM	HOLD	exist		
3	AND	(BIBLIOGRAPH...	Hold Frozen	equal to	false
4	AND	BIBLIOGRAPH...	Hold Placed	less than	03-09-2017	- -
5	AND	ITEM	STATUS	equal to	m	

(BIBLIOGRAPHIC HOLD exist OR ITEM HOLD exist) AND (BIBLIOGRAPHIC Hold Frozen equal to "false" AND BIBLIOGRAPHIC Hold Placed less than "03-09-2017") AND ITEM STATUS equal to "m"



A Look Ahead

- What is an item?
- Call number fixes



- Extended hours & extending into community
- Underserved North and South



THANK YOU!

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