

Connect with Leslie

February 12, 2014

Agenda:

- January 2014 Board Recap
- Consulting Survey
- Library Closings Webform
- ISL Resource Sharing Survey
- What's New in Delivery
- Delivery Observation
- Q & A

Useful Links:

IHLS Library Closings Page: <http://illinoisheartland.org/?q=content/library-closings>

IHLS Consulting survey: <https://www.surveymonkey.com/s/CXNYG3B>

ISL Resource Sharing Survey:
<http://www.surveymonkey.com/s/ResourceSharingLLINET>

Questions

We were talking about the number of items that are still "IN Transit" or "Lost in Transit" items are. The only answer I have is on someone's shelf or in a bin somewhere. Do you have a better answer?

Answer--I'm not sure there IS a better answer! Items don't simply vaporize! But we do know that there were a great many items listed as "in transit" when we went live on Polaris, that have remained on the list as "in transit" or "lost in transit" because they were not checked in when they were returned to their home library, or were checked in, but the data not captured on offline circ, etc. Traci has sent out information on how each library can help with cleaning up this project, and some libraries have reported doing so.

Is there a big "Lost and Found" box somewhere that might have missing CDs or DVDs?

Answer--Each of the delivery hubs collect loose items, like CD's and DVD's, and if there is any kind of property marking, returns those items to their owning library. If there is no marking on the item, they send out an email to see if anyone is missing the item. Fortunately, none of the three delivery hubs finds many loose items.

In Horizon, we could see where the requested item was coming from. I haven't found it in Polaris. Is it there?

Answer--The item record will tell you who owns the item, where it's going, and where it's been.

Survey Results

What type of library do you work at?

- Public 70.5% (12)
- School 17.6% (3)
- Academic 11.7% (2)
- Special 0% (0)
- Other 0% (0)

Has your library closed this winter due to the weather?

- Yes 88.8% (16)
- No 5.56% (1)
- No – but opened late or Closed early 5.56% (1)

If you could change one thing about delivery, what would it be?

- Drivers change too frequently
- Delivery that does not require outside vendors doing delivery one that (RAILS, CARLI, IHLS) all share so all libraries get delivery without extended delay
- More frequent delivery
- One statewide delivery system
- That every library would receive five day a week delivery
- More often so items are delivered sooner
- Delivery at both branches & wouldn't have to bring school delivery to other branch. Tough on me and my car!
- More often
- Less "lost in transit" items
- Requested items would arrive more timely – Going to a week turnaround from a few days is difficult to explain to patrons
- A way to track "Lost in Transit" items
- Match request manager old timing to allow pickup of delivery