

# Automation Altogether

Traverse des Sioux Library System



## In my opinion...

The new limits on ILL items, as well as the lowered cap on the number of holds and checkouts will certainly get the attention of many active library users. Some library staff have already pointed out that families can max out each card holders limit, but a single person doesn't have that option. It will be difficult for home-schoolers to get the materials they need. Many people love to read paperback mysteries, westerns, romances, and thrillers. Those items will probably fall under the \$10.00 rule. However, many of you don't have the budget to purchase the items, even if available for under \$10.00. Fewer holds and fewer checkouts mean more trips to the library—something that can be difficult for the elderly or those with young children. The restrictions come at a time when many libraries are cutting hours. This makes it even more difficult for people to get to the library. There is no easy solution to the budget problems our libraries, cities, and counties are facing. No doubt citizens are feeling cuts not only to library services, but to many other services as well.

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## Cat User Group Meeting

The cataloging user group has a meeting scheduled for March 26<sup>th</sup>. Learn about the future of cataloging and what impact it will have on our online catalogs. The group will talk about how to handle multi-disc sets for television series, and how to use predictions in the serial control module to avoid thinking about the need for a pipe z in periodical call numbers. There will also be discussion of e-library's "Have you read" feature. *And more!!*

## Borrowing Limits



On March 1<sup>st</sup>, the number of active interlibrary loan requests was reduced to five. An *active* request is one in which the item is checked out to the patron or is pending. Requests for items that can be purchased for less than \$10.00 will be cancelled. If the patron has provided us with an email address, they will receive notification of the cancellation. If they do not have an email address, then they will need to check their MnLINK account to determine the status of their request. The email notification of the cancellation will direct them to their local library.

The limits on interlibrary loan apply to items that are obtained outside of the TdS region through the MnLINK gateway.

But, there are also new limits on holds and checkouts within the region. Patrons will be restricted to 10 holds and 50 checkouts. This will mean extra work for staff when a MnLink ILL item is received and the patron already has 10 holds in the system. When NCIP encounters a patron that has the maximum number of hold requests, it can't create a bib record nor place an override hold for the incoming ILL item. Rather than send the item back to MnLink, ILL staff will manually create the bib record, and the pickup library will need to create the hold.

The directors initiated and approved the limits to see if this measure could reduce the number of items needing delivery, and ultimately provide some cost savings. We'll have to evaluate this after a couple of months to see if it really reduces volume and what the trade-off may be in terms of staff time and public attitudes.

## Library 2.0



Wikipedia describes Library 2.0

as "a loosely defined model for a modernized form of library service that reflects a transition within the library world in the way that services are delivered to users" ([http://en.wikipedia.org/wiki/Library\\_2.0](http://en.wikipedia.org/wiki/Library_2.0)). It goes on to say that Library 2.0 tries to include a role for library users in defining library services, especially as libraries adapt to the constantly changing world of technology.

On March 24<sup>th</sup>, TdS is offering a workshop called "Fast & Fun: Lightning presentations on Library 2.0 Tools and Topics". It's an opportunity to see how libraries can bring the library to their users, and the users to their libraries through the use of technology. The goal is to make libraries more user-centric than ever before.

One new tool that is now available for our automation system is the iPhone app called "BookMyne". Initially our SaaS server wasn't set up to work with the iPhone app but the Web 2.0 service pack is now up and running. There may be some additional configuration that is needed in order for a user to identify the location of a library using their iPhone's BookMyne app. The app will allow patrons to search the catalog, place holds, and review their account within this user friendly mobile application.

Promotional materials for BookMyne were emailed to library directors several weeks ago. The SirsiDynix website has information about the mobile application as well <http://www.sirsidyndix.com/iphone/apps/bookmyne/>. If any of you have an iPhone and are willing to download the app, please let us know how it's working. (This is something we really can't test without purchasing the phone.)

## March websites

### Links for readers of all ages:

<http://www.read.gov/>

### Minn. Greatest generation:

<http://www.mnhs.org/people/mnngg/index.htm>

### 350 years of children's books (great images):

<http://content.lib.washington.edu/childrensw eb/exhibit.html>

### Age 50+ browser from Google:

<http://www.good50.com/>

### Native American web resources:

<http://www.nativeweb.org/resources/>

### Historical costumes and clothing:

<http://www.costumes.org/history/100pages/co sthistpage.htm>



## Q&A

**Q:** In e-library, can we have the “have you read” feature just show titles that our library has added?

**A:** No. That would require customized e-library web pages for each library. We’d have to contract with SirsiDynix to set that up. However, in version 3.4 there will be more “desktop” access to e-library customization, so it may be possible in the future.

**Q:** Is there a way to email announcements to patrons using WorkFlows?

**A:** Yes, we can do that. If you want to email an announcement to your patrons that have given you their email addresses, just send me the text you’d like to use. I’ll plug the text into the announcement notice report and schedule it. The downside is that this report takes about two hours to run, no matter how few patrons you may have. With the new Web Reporter software, there is an email component (“narrowcasting”) that may work for sending announcements as well.

## Processing Holds



Lately there have been a number of complaints about libraries not trapping items from the *OnShelf Holds Report* and, on the other end of the cycle, not returning items appearing on the *Clean Holds Shelf Report*. (Both of these reports are forwarded to your library via email or can be retrieved by logging on to WorkFlows under the REPT login.)

At least once a day, when your library is open, you should check the latest run of the *OnShelf Holds Report* (8:00 a.m., 12:30 p.m., and 4:30 p.m.). Find the item on the shelf, and use the “Trap Holds” wizard. Detailed instructions can be found on the TdS staff webpage or contact Jeanne. Remember that a patron is waiting for that title, and the hold **does not** automatically move on to another copy if you ignore it.

The *Clean Holds Shelf Report* runs daily, but you will only receive one (forwarded via email) if your library has items that need to be removed from the hold shelf. Patrons are given 10 days to pick up the item before it appears on the report. The report automatically traps the hold for the next patron in the queue and puts the item in transit to the pickup library, or back to the home library if there are no holds.

In some cases, the next person in the queue also wants to pick up the item at your library, so you’ll need to change the pickup slip or wrapper to reflect that person’s name and re-alphabetize—especially since an email notice has already automatically been generated for the patron to pick it up.

If you allow the item to languish on your hold shelf, the patron who is next in line won’t be getting the item. Since the item has been automatically “trapped” there is no chance that they will get a different copy from another library. Is it fair to let the item sit for another week or more (beyond the 10 days), especially if the item doesn’t even belong to your library?

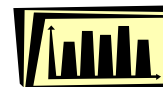
For good customer service and good relationships between libraries, it’s very important that you attend to the daily tasks of checking your *OnShelf Holds* and the *Clean Holds Shelf* reports. If you are unclear about any step in the process, don’t hesitate to contact Jeanne or Dani at TdS.

## WordPress Training



Three libraries are “live” with their WordPress library webpage: Gaylord, LeSueur, and Winthrop. Springfield, Arlington, Henderson, and Hanska libraries are actively working on their pages (and hopefully soon will be ready to go live too). The last week in February Dani Kroon provided a hands-on training session, and has offered to hold additional sessions if there is interest. Remember, the great thing about a hosted WordPress page is that you can’t break it--so don’t be afraid to experiment!

## Cat Stats 2009



TdS catalogers imported 18,000 bib records from OCLC in 2009. That number represents new titles added to our catalog. They also cataloged 283 original titles not found on OCLC, and upgraded 62 existing OCLC records. Member libraries have been busy weeding their collections, as TdS deleted holdings from 9,000 bib records on OCLC.

With only 1.5 staff devoted to cataloging, the ability to add 18,000 titles and delete 9,000 t is amazing. OCLC continues to be an extremely efficient and cost-effective cataloging tool, providing access to quality bibliographic records.