

Notes

1:30 PM – 3:30 PM

Oak Brook Public Library

1. Welcome, introductions
2. Discussion and activity: Holds, copies, and availability (35 min)

Discussion Prompt:

Imagine an ideal world, where holds are perfect. Describe for a patron, in 3 simple sentences or less, everything about how holds work. How do they know what they can get from the library? How do they know where they are in the line for an item? How do they know when they will get the item? How do they know how long they can keep it when they get the item? Remember, all of the details have to be contained in 3 simple sentences!

The group brainstormed some initial scenarios but ran out of time in fully developing an ideal holds/copies/availability patron experience. We struggled with separating the patron experience from our deep staff and system knowledge on how these processes work.

Scenario #1

- All items are holdable by SWAN patrons
 - Reciprocal Borrowing restrictions apply
- Standard circulation periods
- Standard Item types
- No prioritization based on item library/patron library in filling holds

Negatives:

- Fewer popular items would be on shelf for patrons coming into the library
- Hold queues may be daunting – if libraries are not balancing own patron hold queues for determining when additional copies are needed

Positives:

- Easy for patrons and staff to understand
- Positive impact on smaller libraries
- Accurate # of holds (holds ratio)
- Get quicker?

Scenario #2

- All items are holdable by SWAN patrons, but prioritize by library item/patron
- Custom Item types
- Individual circulation periods

Scenario #3

- All items are holdable by SWAN patrons, no priority
- Standard circulation & item holds
- Non-holdable collections (e.g. Lucky Day, Quick Picks)

Negatives:

- Libraries might lock down their collections even more
- May increase delivery

Further discussion and fine-tuning of the scenarios needs to occur, focusing on the patron experience to help reach some optimal/desired/utopian view.

Considerations:

- How can High Demand Holds run weekly for every library and provide insight at both the library and consortium level?
- We have no idea what our patrons want because we are not our patrons – do we know they want to be able to get an idea of when an item will likely be available? Do we know their specific areas of concern and difficulty in the process of placing holds?
- Would standardized practice, such as time frame for processing pick lists, help resolve some of the issues with holds being filled by other libraries when available copies are on the shelf at the pick-up library?
- Can we look at changing terminology? Do patrons think “place hold” means that someone in the library will go get that item for them and they can come in immediately to pick it up? Alternative language?

3. Demo with Liz Bondie from Gale

Liz provided a thorough overview of Gale Courses. This product was awarded the 2019 EdTech Cool Tool Award for best online MOOC. There are over 360 courses available and these courses are mobile responsive (although a later demo showed that perhaps not all legacy courses are, but new courses developed follow those guidelines).

Courses start monthly and are typically 6 weeks in duration, requiring between 2-4 (later reference to 6) hours/week. It is similar to taking an online community college course for free through your public library. Records of completion are awarded and in some cases certification is provided. Each course includes a discussion board and has an online community of learners. Faculty are engaged and responsive to learners. There are 18 health care related certifications. Gale Courses is accredited with distinction and does indicate CEUs provided by course. Courses are developed by Ed2Go.

Website is branded for each library and authentication is done through an initial authentication via library card. Once the username/password is created through the library card, that is the method used for course access. [It was not clear how future and ongoing authentication is checked or if the one-time authentication/creation of learning account provides ongoing access.]

Courses do not fill up and are never cancelled. Gales also provided promotional material and a Customer Success Manager assist with setup and promotion. Some libraries promote courses through learning circles and support cohort groups through the courses.

Liz will work with Robin on a demo and pricing for consideration. The pricing model is an annual subscription/unlimited model.

4. BLUEcloud mobile test app overview

Tara sent the BLUEcloud Mobile test release version of the app out to DUX members. She asked that this testing be restricted to DUX at this time while SWAN works through a formal testing plan and reports issues to SirsiDynix. This test app is not yet ready for wider distribution. Tara will be sending updates on the process of testing and release of the app.

Please share comments on the DUX list.

5. Immediate impression from the Article Search usability tests at Eisenhower and Indian Prairie [postponed until May meeting]

6. Discovery platform evaluation update [postponed until May meeting]

7. Next meeting May 23rd

Attendees:

1. Jane Arndt (Saint Charles)
2. Madeleine Belk (Tinley Park)
3. Molly Bitters (Eisenhower)
4. Susan DeRonne (Glen Ellyn)
5. Graham Dostal (Tinley Park)
6. Doug Ferrini (Tinley Park)
7. Amanda Ghobrial (West Chicago)
8. Jean Jansen (Villa Park)
9. Michelle Kurczak (Messenger)
10. Laura Hays (Carol Stream)
11. Tony Lucarelli (Indian Prairie)
12. Joy Matteson (Downers Grove)
13. Ang Romano (Oak Lawn)
14. Sarah Slack (Saint Charles)
15. Sam Dietel (SWAN)
16. Robin Hofstetter (SWAN)
17. Lauren Levaggi (SWAN)
18. Dawne Tortorella (SWAN)
19. Crystal Vela (SWAN)
20. Tara Wood (SWAN)