

Technical Services Forum

WLA 2019 -- Wednesday, October 9 @ 1:45 PM
Kalahari Convention Center – Wisconsin Dells, WI

A 45-minute moderator-led Q & A open discussion with technical services related questions as conversation starters.

Below are questions asked and responses from attendees.

1. Magazines & Periodicals

Have you shopped around for a magazine jobber lately? Do you have one you particularly like? How long does your library keep old issues of periodicals, and has that changed in recent years? If your library circulates physical magazines, does it circulate the most current issues?

- It is worthwhile to examine your library's magazine bill carefully and ask for lower prices
- Libraries are mostly using magazine services EBSCO, WT Cox, Revistas.
- A few order some of their magazine title through Amazon. Amazon billing can be problematic
- Some magazines need to be ordered directly from the publisher
- Public library patrons are still reading print magazines
- Academic libraries rarely circulate magazines, but make many copies for patrons
- Put duplicate copies of popular magazines into a Lucky Day collection
- One library used to retain copies for 10-20 years, moved to 5 years, and most recently to current year plus one
- One library has a variety of retention rates depending on the title and frequency of publication
- 25% of attendees raised their hands when asked if their libraries circulate current issues of magazines
- One library said they have many magazines circulating via system loan
- When putting magazines into delivery some put them in envelopes, most simply add to the delivery box

2. Turnaround Time

Do you have a target turnaround time for when materials to be ordered, or come in the door, to when they are available on the shelves?

- Respondents to this questions all mentioned a week as a goal:
- Goal is a week, but items are usually available faster than that
- Officially the turnaround time is 30 days, but a week or less is the reality
- The goal for rush titles or titles with holds is a week; non-rush titles is 30 days

3. Ordering

Any thoughts on the best (or worst) vendors for books and AV? If you order from Amazon, how do you handle their invoicing? Does your library discontinue ordering close to the end of the fiscal year to make sure the budget is balanced, or continue to order all year round?

- One said their library orders DVDs from Amazon, sound recordings from Baker & Taylor
- Another library said they were looking to switch from Amazon to B&T for most DVDs, but Midwest Tape for Disney movies
- Attendees were polled for Amazon use of ordering DVDs:
 - About half used Amazon for some DVD ordering
 - About those, about two thirds used Amazon Prime when ordering

4. Vendor Processing

Do you use vendor processing for your items? Why or why not? If you do, is there a vendor you use and like?

- A system that does cataloging/processing for member libraries asks those libraries to have vendor processing done when the system is doing the full cataloging
- Two attendees wanted to know if the price of Baker & Taylor processing was worth it. Respondents said it can be, but due to turnover B&T work needs to be carefully checked for errors. When there are errors the vendor can be asked for credit
- A larger library with branches uses Baker & Taylor preprocessing and cataloging for children's' books and adult nonfiction. Their popular adult fiction and young adult books are done in-house
- A library uses Brodart for ordering, with preprocessing for popular title lists. The general processing cost is around less than 10% of the cost for the titles
- The library using Brodart for most ordering uses B&T for "Paperback Parade" titles

5. Training

How are people trained to catalog or to process materials for the shelves? Written manuals? Oral tradition? Is there training you have found to be effective? Is there training you need?

- Libraries are looking for a better way to train staff
- One system is all about the documentation. Documentation is easier for processing than cataloging
- A system has a cataloging wiki
- A system does in-person training, works with the resource library for cataloging, has lots of documentation, and a catalogers' listserv. There needs to be a variety because not all libraries need the same thing
- A system has all libraries enter short bib records, with one library adding OCLC bib records. They have online webinars, with tutorials and quizzes for cataloging training
- Even with lots of cataloging training, mistakes show up

6. Workflow Changes

Have you made recent workflow changes, or, are you considering making workflow changes? Difficulty and/or successes?

- In a municipality using LEAN improvement processing, one Technical Services department went through their workflow using LEAN. The result was to discontinue using POs in Sirsi Workflows and that saved time
- Using label printers rather than printing sheets of label has been helpful

7. Reorganization

Has your library done any technical services reorganization in recent years? If so, what was it? What difference has it made?

- Not much new organization was discussed, but attendees mentioned their current organization:
 - One library system has four levels of cataloging assistance for member libraries
 - Fewer people touching catalog records will likely provide more consistent, better access for everyone
 - A system and resource library work together to provide tech serv help for system libraries