

SUNY IDS Pilot Project Conference

August 3, 2005

Workflow Workshop Notes

Topics Covered:

OCLC Automatic Renewal: Presently, renewal of overdue material is now prohibited. Someone in the group suggested automatic renewal. John Penn will talk to Matt Goldner about including in a future enhancement.

Patrons Picking Up Books They Ordered: Ken Parkola from Oswego added a second notice template in ILLiad. (The shelf has to be checked first to see which books have been sitting for a while.) Harriet Sleggs suggested that maybe this feature could be an enhancement in ILLiad when the next version is released.

6464 Labels: There was much discussion about the use of these labels and it was agreed that they could be a big time-saver. There didn't seem to be any downside to using them on books that are lent out from your library. The problems stem from using them on books that are borrowed from other libraries. Some of the problems mentioned were:

- Certain libraries prohibit their use and will not lend to your library if you use them, (i.e. University of Rochester, Cornell, and the Library of Congress)
- Labels will not peel off of some book covers. (It depends on the type of material cover is made of.)
- Labels can leave a sticky residue on some covers.

We should consider looking into how many books are actually damaged from the use of this type of label.

It was recommended (if you are considering implementing these labels,) that you set them up so each label is printed with the delivery method on the label (i.e. RRLC, LAND, UPS, etc)

Sending Out Quality Articles The First Time: Everyone agreed that resending because of a poor quality article (i.e. pages missing and/or text cut off or blurred etc.) was much more time-consuming than getting it right the first time around.

Someone in the group suggested that they felt that the majority of these poor quality articles were being produced by student workers. This indicates a need to explain our expectations to our student workers and train them well.

Ariel Receive Queue: Someone in the group recommended that the Ariel Receive Queue be checked and the articles in there be processed at regular intervals especially during the busy season. This helps expedite the delivery of those articles, and will help prevent the screen/queue from filling up with articles that end up sitting for hours/days.

Direct ILL Requests: It was recommend that everyone consider implementing Direct ILL to save time. With Direct ILL, loan requests (that meet certain criteria) generated from a First Search database (or submitted from a patron's ILLiad user account,) bypass the borrowing library ILL staff and go directly to the first library in the lending string.

It was suggested that we all make better use of the listserv.

All project libraries should consider shared folders for their ILL Department's in-house instructions and manuals.

A question was asked of the group if anybody had any suggestions on how they could get students who are already registered in ILLiad to update their user information (address & phone #) each semester. One suggestion was to use a pop-up or scrolling banner to ask for this information.

SUNY Fredonia asked how they could prevent duplicate registrations in ILLiad. Apparently there's an ongoing problem with their students forgetting their username and/or password so they try to create a new account. Someone suggested that maybe Fredonia's students weren't being assigned the same username & password for ILLiad as they were for their campus email accounts??

Ed is considering a half day workshop before the Conference next year to discuss these kinds of issues.