

ARLINGTON HEIGHTS MEMORIAL LIBRARY PRESENTATION

LINKin: Three libraries partnered to experiment with direct loan using Innovative's INN-Reach. It quacks like ILL, but it really isn't...

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- Pat Gebhardt, Gail Borden Public Library, pgebhardt@gailborden.info
- Tobi Oberman, Skokie Public Library, toberman@skokielibrary.info

Home Delivery Trials – 3 libraries; 3 different modes of delivery

- Brian Shepard, AHML, bshepard@ahml.info

Patron Empowerment: E-Commerce, My Reading History, self-service hold shelf

- Patrick McDonald, AHML, pmcdonal@ahml.info
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(Questions about Circulation.)

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(Questions about paged too long items.)

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LINKIN TIMELINE

7/05 LINKin Listserv set up to ease communication between partnering libraries.

8/05 Conference calls with Innovative staff and partnering libraries.

9/05 Staff at partnering libraries met to set up lending and borrowing parameters.

INNOVATIVE'S PROPOSED IMPLEMENTATION SCHEDULE:

09/12 (Week of) INN-Reach Software Activation on each local system.

09/16 Sample catalog records added to review files by each local system and available to load into the INN-Reach catalog.

09/21 Sample catalog created by Innovative and available for consortia to review

10/06 Sample catalog review period complete (a.k.a. catalog profile acceptance by consortia)

10/07 Production catalog creation begins

10/21 Production catalog creation complete

10/28 Each local system provides Innovative with training records

11/10 and 11/11 Training services provided by Innovative.

12/05 Staff from partnering libraries met as a group to review procedures before staff training on the LINKin system at the individual libraries scheduled Dec 5-Dec 12.

- "Soft-opening" of LINKin (i.e., staff-mediated requests through LINKin to test the system with real patron requests) began December 14
- Plan for LINKin WebOPAC to open to public - Monday, January 9, 2006

1/06 Connectivity issues pushed the actual start date to Wednesday, January 11, 2006

LINKin Lending and Borrowing Agreement

1. All Patron types may borrow except for reciprocal borrowers and restricted minors (only at AHML). Business or temporary card-holders may borrow as well.
2. Items not available for borrowing through LINKin:
 - materials that are newer than six months by the catalog date.
 - materials from developing collections
 - reference material
 - Kids' World art portfolios
 - Kids' World games
 - framed art
 - microfiche or microfilm
 - whole issues of newspapers or whole periodicals
 - Here & Now items
 - DVDs
3. Books and other AV such as videos, audio-books, music CD's and CD-ROMs are available for LINKin borrowing.
4. Apply three-week loan periods for books and most AV; 1-week for videos.
5. One renewal.
6. No holds.
7. Fines / fees charged to patron's record at their home library. Charge fees consistent with the Patron's home library.
8. Fees for lost materials. We decided to have the Patron's Library charge their patron (and keep the money collected) - a reciprocal borrower approach. We talked about putting a message about the lost item in the item record to keep track of the loss for a year.
9. No on-site direct loans. We don't want this feature at this point.
10. No Recalls. None of us use that feature.
11. Turn on "load-balancing".
12. Enable re-requesting.
13. We all use a collection agency.
14. Gail Borden, Skokie and AHML send courtesy notices in email.
15. Use a default price list that has a processing fee built into it for lost materials.

Set-up and Practice

1. Use at least five PYPES:
 - a. Non-eligible
 - b. Adult
 - c. Juvenile
 - d. Staff
 - e. Community Borrowers
2. Good practice suggestions:
 - a. Put LINKin tape over the call numbers so Shelvees will recognize that there is something different about this item.
 - b. Check CDs before sending and returning
 - c. Attach paperwork to the item.
 - d. Check/count all pieces
3. Each library needs to set up a schedule to run the too long reports in Telnet. (C, A, O, Password, I)
4. LINKin Statistics to be treated as ILL (rather than RBP) for NSLS. Be careful not to count LINKin stats in too many different places.
 - a. As filled holds
 - b. As checkouts
 - c. As ILL
5. LINKin statistics will be kept separately for individual libraries.
 - a. Use INN-Reach Site Activity in WMR
6. Cancel a request that becomes a hold because it was checked out before the item was pulled from the INN-Reach paging slip.
7. Cancellations: emailed.

What we wish we had known from the start:

1. Firewalls can cause problems. Expect technological difficulties to postpone the start date.
2. The library's entire catalog should be displayed – not just those items that are requestable. To that end, it would be best if all libraries were consistent in how they were handling the records.
3. LINKin items do not show up in "My Reading History".
4. LINKin "work" is more a function of the circulation and reserve process than interlibrary loan. Each library needs to figure out how LINKin fits into the work-flow of their organization.
5. It is a "known issue" that statistical reports are unreliable.

Training:

1. Request Step-by-Step documentation from Innovative for the training session; it is a necessity!
2. Before training – make sure appropriate pass-wording is available.
3. During training, it would be helpful if some of the example records are set to "checked out" or "missing" so you can see what happens.

Our recommendations at this point in time:

1. A Management Group to resolve consortium questions and facilitate communication is critical.
2. A listserve or a distribution list for partnering libraries would be extremely beneficial.
3. We think Innovative should host an INN-Reach Listserv for all libraries using INN-Reach.

What pleases us about LINKin:

1. Expanded collection. With just our 3 libraries, we found our union catalog to hold 497,394 unique items.
2. Speed. Items arrive within the week.
3. Easy for the customer to use.
4. Privacy for the customer.
5. Easy for staff to process.