



UMWUG Conference
ROSEVILLE, MN
Oct 29, 2013
1-2 pm

Ex Libris & Public Libraries

What they expect!

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Overview

- What makes public libraries different from other libraries
- Review of library automation marketplace
- Key requirements of an ILS from a public library perspective
- Aleph work-arounds
- The Future
- Next step?



Open Mic



Public Libraries are Unique

- What make public libraries different from other libraries
 - Volume of transactions
 - Variety of patrons
 - Range of Services
 - Historical needs



Public Library Offerings

- Career Assistance
- PCs & the Internet (Wi-Fi)
- Computer Classes
- Meeting Rooms
- Movies, Music, Books, Kits, Artwork, eBooks, etc
- Children's Programs
- Literacy
- Local History
- Specialized Collections
- Tax Help
- Outreach Services

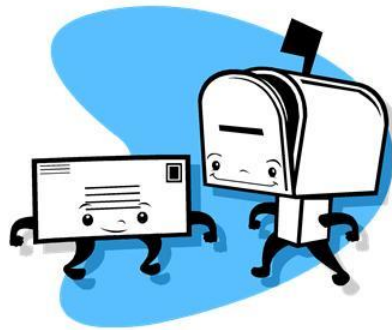
Review of library automation marketplace

- ODIN began process in 2012
 - Use of surveys
 - Evaluation of Alma – NDSU has implemented & is in production
 - Will single or multiple platforms work best for consortia needs?
 - Requirements of a future Integrated Library System
 - Customer Service is a high priority
 - Final report target is scheduled for May/June 2014



Workflow

- Evaluation of why things are done a certain way
 - Is process cost-effective?
 - Is process time-saving?
- What would prompt a change in workflow
- Logic should be applied to all workflow decisions



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Key requirements of an ILS

- At the very least....
 - Ease of Use
 - Individuality within a consortium
 - Speed
 - Flexibility
 - Retention of data for historical purposes



Circulation Needs



Essential Patron Functions

- Ability to enter single patron records quickly
 - The current 3-4 screens just don't cut it
- Ability to enter and/or link guardian information for minor children under a certain age (say 16)
 - Certainly not easy in Aleph
- Information entered into a field should immediately populate every other field that is connected to a particular patron or set of screens (especially if that record is new)
- Display of a patron should bring up “all” accounts connected to that patron
 - Individual account **AND**
 - Guardian accounts

Circulation Needs



Essential Item Functions

- Lost items should not display in catalog to patrons
- Option to suppress individual copies in catalog
- Show ILL button only if no copies of title are available
- Ability to put a hold on multiple volumes at one time
- Ability to reset a hold **AND** print letter a second time

Search Needs



Essential Search Functions

- Boolean searching should be optional
- Customizable library jargon
 - “Did you mean?”
 - “What are you looking for?”
 - “Checked out”
- Less white space

Fine Structure Needs



Essential Functions

- Ability to see finalized and accruing fines on same screen
- Consistent due dates so midnight can work correctly
- Ability to set different fines and fine options

Item Return Needs



Essential Functions

- Backdating should not expire until reset
- Reshelving should be based on real time, not backdating time
- Ability to set different fines and fine options

Cash Accounting

- Integration with remote payment systems such as VeriSign
- Ability to reconcile more than one cash drawer



Technical Services Specific

- Patron Driven Acquisitions with ability to place hold on item for patron
- Ability to push ILL request information into Patron Driven Acquisitions so it may be reviewed for possible purchase
- Scan SICI information
- Rush Processing Process without using Acquisitions



Interlibrary Loan



- Active Request – from time the patron requests to the time patron returns items
- Limit requests by patron status
- Blocked patrons should “not” be able to request ILL items
- Patrons should ‘not’ be able to order any item owned by library unless item is in ‘certain’ items statuses such as Lost, Missing, etc
- Staff should be able to flag and send items to Patron Driven Acquisitions at click of a button
 - If item is not able to be gotten via ILL
- Customizable help information per branch of a public library

Reporting Specific



- Easily Customizable notices – without use of xml
- Changes to notices should stick regardless of updates to software
- Excel Compatible
 - Preferably with click of button
- Complete information concerning the patron on each notice
 - Loans, Fines, Interlibrary Loans, Holds, etc
- Notices should indicate Primary Home Library along with other library information on each notice if branches exist

Reporting Needs

STATISTICS on COLLECTION

- By location
- By collection
- By format
- By material type
- Items added/ deleted by date
- By publication date
- Missing/Paid /Damaged/other statuses
- Item counts by location, collection and call number
- Last return date
- Number of total loans by location and collection
- Items in high demand

STATISTICS on USAGE

- By location
- By collection
- By format
- By material type
- By date
- By hour and date
- By patron status
- By item status
- By call number



Reporting Needs

PATRON INFORMATION

- By expired and active patron status
- By zip code
- By gender
- By home library
- New patrons added by date



OTHER

- Cash Reports
 - By amount owed
 - By Date
 - Cash receipts by location and date
 - Waived cash
- Loan Reports by location & patron status, including:
 - Active loans
 - Lost items

Specific Reports Needed

- Reports of cash transactions and totals by date range and location.
 - Transactions need to be separated by library branch.
 - Transactions need to be divided by cash & credit card pymts
- Reports of credit cards transactions and totals by date range and location.
- A report of fines/fees that are waived
- Ongoing statistical tracking for Circulation.
- Ongoing statistical tracking for Interlibrary Loan.



Special Needs



- Patron Flags – on site & stock email
- Clickable email option where staff may fill out who to send to; subject & body of message
- Way to associate items to patrons WITHOUT being an active loan yet remains a liability so patron doesn't delete
- Multiple, weighted temporary statuses (item process status)
 - Example 1 – in Display Status to patron but Item Mix-Up to staff so that when missing part comes back, staff know it goes to display
 - Example 2 – in Mending to patron but Display to staff so that when out of mending, staff know it goes to display
- Option for a collection to be “floating” and take option off so collection is “stationary” again

Miscellaneous

Essential Functions

- Re-Order flagging
- Temporary password override
- How to do an override
- Renewals
- How to go into back-up mode



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Aleph work-arounds

(more detail in the UMWUG sessions: “Services that Enhance Public Library Workflows” and “Finding a Better Way”)



- Deleting items – added item process status to custom-45 to aid in figuring out which items to delete via item-11
- Custom Reports for Evaluation (ex. Item usage statistics)
- Holds & Outstanding Holds (added pick-up location to cir-11)
- Cash reporting to reconcile cash drawers with funds received (cust-34 in combination with cust-74)
- Most ILL reports
- Set item process status on Billed LOST loans so they can be suppressed in the opac using cust-40

Deleting Items

- Added item process status to custom-45 to aid in figuring out which items to mark for deletion in item-11
- Item-11 is used for periodical deletions at end of the year.
 - For example, in Dec 2013, a public library may delete all of 2011 (with the exception of items with process statuses Archive, Suppressed in OPAC, and Paid).
- Procedure
 - Run a cust-45 for each periodical collection & include all sublibraries.
 - Enter the 'less than' date as the year prior to the one being deleted.
 - Enter the 'greater than' date as an earlier date. (2000 is a good date to use for ODIN as it catches any old items that may still be hanging around).
 - Put the results in Excel and delete any lines for items that should NOT be deleted -- this is where the item process status column is helpful.
 - Save the file that now contains only items to be deleted.
 - File is sent to ODIN Office for processing with cir-11
- ODIN concatenates the items to be deleted & places file in the library's xxx50 scratch directory.
- ODIN then runs cir-11 in non-update mode for librarian to check
- ODIN then runs cir-11 in update mode and deletes all the items in the file (leaving BIBs & HOLs unless it's the last item being deleted)

Custom Reports for Evaluation

- The cust-05
 - some libraries run via joblist on the 1st of every month
 - Able to input time period and sub-divisions
 - by collection
then by item status,
then by material type
 - used to compile circulation statistics for board reports. It counts simple loans, returns and renewals.
 - used to compile statistics on returns of items not on loan to get an idea, for example, of how many magazines are browsed during a specific time period by patrons in the library.

Circulation Transactions (cust-05) between 20090101 and 20110101

COLLECT	ITEMSTAT	MATERIAL	Creating New ILL Request	Simple Loan	Reading Room Loan	Offline Loan	Advance Booking Loan	Routing List Loan	ILL Loan	Transfer Loan	Remote Storage Loan	Delete loan	Maintance loan	Return
			E-31	E-50	E-51	E-52	E-53	E-54	E-55	E-56	E-57	E-58	E-59	E-61
AUDF	25	BOOK		10										8
		CASST		53										56
		CDISC		236										234

	SubTotal			299										298

Total				299										298

Web Renewal	PC Renewal	Batch Renewal	Item Declared Lost	Item Claimed Returned	Expand Hold Req Available Item	Non-Exp Hold Req Available Item	Expand Hold Req Nonavail Item	Non-Exp Hold Req Nonavail Item	Reserve Advance Booking Item	In-house Use	Photocopy Request	Return of Item Not on Loan	Received at Pickup Location	
E-62	E-63	E-64	E-65	E-66	E-71	E-72	E-73	E-74	E-75	E-80	E-81	E-82	E-96	
												1		
												5		
												10		
												16		
												16		
												16		
PBFIC	25	BOOK		2,051									2,016	

	SubTotal			2,051									2,016	

Total				2,051									2,016	
PBNF	25	BOOK		23									23	

	SubTotal			23									23	

Total				23									23	
G.Total				24,240				4			8		24,045	32

Custom Reports for Evaluation

- Many statistics about the collection (including number of loans for fiction) are pulled from ret-adm-01 (General retrieval form).
- Item-05 (Shelf list) also provides number of loans for non-fiction)
- Cust-01 (Collection statistics)

ret_adm_01

Print Preview 10/09/2013 general-retrieval-form-02

General Retrieval Form

Sorted By: Call Number

Call No.	Barcode	Collection	Author	Title	Description	Year Published	Open Date	Last Returned Date	# Loans
F ADA	33158000026655	Fiction	Adams, Douglas, 1952-2001.	Life, the universe, and everything /		1982	04/17/2007		000
F ADA	33158000026713	Fiction	Adams, Douglas, 1952-2001.	The restaurant at the end of the universe /		1980	04/17/2007		000
F ADA	33158000026770	Fiction	Adams, Douglas, 1952-2001.	The long dark tea-time of the soul /		1988	04/17/2007		000
F ADA	33158000026838	Fiction	Adams, Douglas, 1952-2001.	So long, and thanks for all the fish /		1984	04/17/2007		000

Item_05

Print Preview 10/09/2013 shelf-list-04

Shelf List

Call No	Barcode	Item Process Status	Collection	Author	Title	Description	Year Published	Open Date	Date Last Returned	Process Status Date	# Loans
001.64 SPI	33158000000627	Mending	Nonfiction	Spicer-Jacobson, Ellen Sue.	Computer ease : a beginner's guide to personal computing /		2000	03/02/2007	03/09/2012	07/02/2013	004
001.9 MYS	33158000000494	Mending	Nonfiction	Marshall, Richard.	Mysteries of the unexplained /		1982	03/02/2007	03/08/2012	07/02/2013	003
001.9 MYS	33158000000551	Not in process	Nonfiction	Time-Life Books.	Mysterious creatures /		1988	03/05/2007	01/25/2012		002
001.9 STR	33158000000676	Not in process	Nonfiction	Alway, Carol.	Strange stories, amazing facts : stories that are bizarre, unusual, odd, astonishing, and often incr		1976	03/02/2007	02/09/2012		001
001.9 UFO	33158000000254	Not in process	Nonfiction	Time-Life Books.	The UFO phenomenon /		1988	06/27/2007	01/25/2012		003
001.9 UNS	33158000000619	Not in process	Nonfiction	Reader's Digest Association.	Unsolved mysteries of the past.		1991	06/27/2007			000
004.16 COM	33158000213360	Not in process	Nonfiction	United States. Small Business Administration.	Computing 1.		2008	10/11/2010	11/16/2011	10/11/2010	003
004.6 GAT	33158000178779	Not in process	Nonfiction	Gates, Bill, 1955-	The road ahead /		1995	09/15/2008			000
005.4 HAR	33158000000023	Not in process	Nonfiction	Harvey, Greg.	Windows 3.1 for dummies quick reference /		1994	03/02/2007	11/03/2008		002
005.54 HAK	33158000237161	Not in process	Nonfiction	Hakola, Trisha	Microsoft Excel 2007.Level 1 of 3 /		2007	05/01/2012		05/01/2012	000

Print Preview

Collection	Titles	Items
AUDF	268	268
AUDJF	5	5
AUDNF	106	106
AVFIC	874	885
AVNF	182	206
BDBK	206	215
EFIC	2,305	2,420
ENONF	920	948
FICT	4,420	4,443
ILL	8	8
JFIC	2,913	3,003
JNONF	1,057	1,087
KIT	9	9
LPFIC	435	438
LPNF	57	57
NDFIC	63	64
NDNF	321	353
NONFI	3,657	3,706
PBFIC	2,568	2,577
PBNF	93	93
REF	19	86
Totals	20,486	20,977

21 rows selected.

Print Close Close All

Custom Reports for Evaluation

- Some other custom reports used frequently:
 - Cust-27 (Circulation by date/hour) to determine what the busiest days and times are for staffing purposes.
 - Cust-13 (Item count on a specific date) and Cust-20 (Circulation statistics) to determine item turnover rates.
 - Cust-15 (Patron count based on expiration date)
 - Cust-17 (New patrons by open date)
 - Custom-403 (Patrons owing money-more than a specific amount) together with Cash-06 (Notices to patrons owing money) for a quarterly list of patrons with fines of \$150 and more to send to a collection agency.

Circulation Statistics by Date/Hour (cust-27) 20111001 - 20120101

cust-27

Sub-Library	Date	Hr	Loans	Renewals	Holdings	Returns			
LEAMA	20111001	09	2	0	1	4			
		10	21	2	0	9			
		11	21	0	1	4			
		12	8	0	1	4			
	20111003	08	0	0	0	7			
		09	16	0	0	0			
		10	10	0	1	38			
		11	6	0	1	11			
		12	23	1	0	20			
		13	7	1	0	14			
		14	13	0	0	13			
		15	13	0	0	14			
		16	26	0	0	23			
		17	13	0	0	1			
		18	6	0	0	23			
	20111004	09	11	1	1	65			
		10	52	4	1	15			
		11	--	-	-	-			
		12			17	17			
		13			18	2			
		14							
		15		20111230	08	0	0	0	3
		16			09	13	0	0	6
		17			10	14	0	0	6
		18			11	0	0	0	1
					12	16	0	0	11
					13	0	0	0	3
	20111005	09			14	12	0	0	11
		10			15	20	0	4	3
		11							
		12		20111231	09	0	0	0	9
		13			11	3	0	0	0
		14			12	7	0	0	2
		15							
		16	*****	*****					
		17	sum			8,612	863	214	8,922
	20111006	08							
		09							
		10	TOTAL Circ Stats for SubLibrary: ALL 20111001 - 20120101						
		11							
		12	TOTAL	TOTAL	TOTAL	TOTAL			
		13	Loans	Renewals	Holdings	Returns			
		14	8,612	863	214	8,922			
		15							
		16							

 Item Count on a Specific Date - Collection (cust-13)

 Sub-Library: ALL
 As of 20110214

Collection	Sub-Total
ACASS	299
ACD	1,020
ADVID	446
AFICT	4,817
AMUCD	22
ANONF	6,467
AOVER	108
APAP	2,193
AREF	266
ASTCO	252
CLASS	254
DVD	363
EZFIC	4,878
JCASS	149
JCD	72
JDVD	344
JFGRN	58
JFIC	2,069
JMUCD	38
JNONF	4,206
JPAP	1,606
JREF	36
JSTCO	50
JVID	392
KIT	117
LPFIC	668
LPNF	91
LPSC	10
NDNF	335
NDREF	49
PAPEZ	635
YAAV	4
YACD	4
YAF	378
YAGRN	39
YAN	30
YAPAP	411

Total	33,176

**cust-13 &
 cust-20**

 Circulation Statistics (cust-20)

 Sub-Library: ALL
 Date Range: 20110201 - 20110301

tab_events Key:
 31: New ILL Request
 50: Simple Loan
 51: Reading Room Loan
 52: Offline Loan
 53: Advance Booking Loan
 54: Routing List Loan
 55: ILL Loan
 56: Transfer Loan
 57: Remote Storage Loan
 58: Delete Loan
 59: Maintenance Loan
 61: Return
 62: Web Renewal (OPAC)
 63: GUI/PC Renewal
 64: Batch Renewal
 65: Item Declared Lost
 66: Item Claimed Returned
 71: Hold Request, Available Item(Expansion)
 72: Hold Request, Available Item(No Expansion)
 73: Hold Request, Item Not Available(Expansion)
 74: Hold Request, Item Not Available(No Expansion)
 75: Reserve Advance Booking Item
 80: In-House Use
 81: Photocopy Request
 82: Return of Item Not on Loan
 96: Item Is Received at Pickup Location

Collection	Event Type	Total
LPFIC	82	4
NDNF	50	7
NDNF	61	18
NDNF	63	5
NDNF	82	2
NDREF	82	1
PAPEZ	50	83
PAPEZ	61	85
PAPEZ	63	11
PAPEZ	82	6
YAF	50	41
YAF	61	34
YAF	63	8
YAF	74	1
YAF	82	4
YAGRN	50	1
YAGRN	61	4
YAN	50	1
YAPAP	50	38
YAPAP	61	36
YAPAP	63	6
YAPAP	74	1
YAPAP	82	1
50		112
61		112
63		5
82		10

TOTAL Circulation Statistics

Total Loans	Total Renewals	Total Holds	Total Browse	Total Returns
50-59	62-64	71-74	80, 82	61
-----	-----	-----	-----	-----
2,602	318	73	179	2,525

cust-15

Print Preview

```
*****  
Patron Count based on Expiration Date (cust-15)  
*****  
for: LEA  
*****  
Date Range: 20110201 - 20110301  
*****
```

Patron Status	Sub-Total
15	1
46	23
47	3
48	14
50	3
Total	44

Print Close Close All

cust-17

 Patron Count based on Open Date (cust-17)

 for: LEA

 Date Range: 19890101 - 20120101

HomeLib	PS	Count
-----	---	-----
CAVMA	64	1
*****		-----
SubTotal		1

CPLMA	64	1
*****		-----
SubTotal		1

DIVEL	64	1
*****		-----
SubTotal		1

DIVMA	64	1
*****		-----
SubTotal		1

LEAMA	15	72
	26	12
	46	2,410
	47	914
	48	942
	49	205
	50	377
	51	40
	61	38
	63	3
	64	1
*****		-----
SubTotal		5,014

WLBMA	64	1
*****		-----
SubTotal		1

	46	20
	47	8
	48	7
	61	1
*****		-----
SubTotal		36

Total		5,111
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 Patrons Owing Money - More than \$10 (cust-403)

Patron Id	Balance
LEA000001313	495.90
LEA000000586	472.93
ID40630	427.00
LEAID1425	383.00
LEAID849	269.00
LEA000001742	221.98
LEA000000793	208.00
NDSUT	205.00
LEA000001494	187.70
LEA000001071	175.90
LEA000001603	175.90
LEAID1621	162.00
LEA000001592	159.00
LEA000000677	155.68
LEA000002283	153.95
LEA000001578	151.94
LEA000001941	147.00
LEA000001688	142.00
LEA000002192	132.98
ID19725	130.90
LEA000000936	127.42
LEA000001560	126.00
LEA000002144	126.00
LEAID1156	124.00
LEA000002015	124.00
LEAID979	120.00
ID32498	118.00
LEA000001218	117.00
LEA000000355	117.00
LEA000001924	114.00
LEA000002344	113.95
LEA000002265	113.90
LEA000001577	109.98
ID85446	108.00
LEAID295	108.00
LEAID912	106.00
LEA000002327	105.00
LEAID241	105.00

cust-403

LEA000001340	15.99
LEAID882	15.00
ID30544	15.00
ID89895	15.00
LEA000001571	15.00
LEA000002173	15.00
LEAID1043	15.00
LEAID1499	15.00
LEAID190	15.00
LEAID271	15.00
LEAID507	15.00
LEAID512	15.00
LEAID526	15.00
LEAID65	15.00
LEAID706	15.00
LEAID864	15.00
ID18777	15.00
ID26749	15.00
ID10368	14.95
LEA000000673	14.95
LEA000001777	14.95
LEAID530	14.00
ID77261	14.00
LEA000001304	13.99
ID64986	13.00
ID82850	13.00
ID83941	13.00
LEAID893	13.00
LEA000001908	13.00
LEA000002107	13.00
LEAID762	13.00
ID24116	13.00
ID24779	12.00
ID31868	12.00
ID61339	12.00
ID72066	12.00
ID76257	12.00
ID84329	12.00
LEAID729	12.00
LEA000002045	12.00
LEA000002053	12.00
LEA000002335	12.00
LEAID1091	12.00
LEAID277	12.00
LEAID297	12.00
LEA000000639	12.00
LEA000001954	11.99
LEA000002369	11.25
ID58333	11.00
LEAID589	11.00
LEAID1500	11.00
LEAID288	11.00
LEA000001341	11.00

Hold/Outstanding Holds process –

pick-up location was added to cir-11

Outstanding holds:

- Patrons need to be allowed to place holds on available items.
- In some case, there may be branch pick-up locations for patrons or staff to choose from when placing the hold.
- The cir-11 (Outstanding Holds) service runs via the joblist
 - Some of our libraries run twice daily – once in the morning and once in the afternoon
 - If library has branches, this is also run for each branch
- Items on the 'picklist' are pulled from the shelves at each location and scanned so the item goes 'on hold'.
 - Items from each branch are shuttled to the correct pick-up location. Items are put on the hold shelf.
 - Items received from the branches are re-scanned at the correct pick-up location so they go on hold for the patron.
- All items are placed on the hold shelf at correct pick-up locations

Regular holds:

- Cir-06 runs via the joblist to determine what items on the hold shelf have reached the end of the hold period and need to be pulled from the shelf.
 - If library has branches, cir-06 is also ran for them
- Normally run daily!
- The service also deletes the hold automatically.
- Circ staff scan the items so they go on hold for the next patron if one is indicated in the report.
- Items on hold are shuttled to the correct pick-up location if branches exist

Cash Reporting – Reconciling Cash Drawers



- Use cust-34 in combination with cust-74
- The cust-34 – Cash receipts by location and date range runs via joblist
 - Normally Monday through Friday (the Monday report includes Friday, Saturday and Sunday).
- Manually compare the total fine report to the actual cash and credit that is turned in from each location. A small variance is acceptable. If there is a larger variance then a cause must be determined
 - If more than one location, a workflow is determined
- The daily reports with reconciliation figures are kept on spreadsheets in case they every need to be produced
- The cust-74 (Cash waived by date range) also runs Monday through Friday via joblist
 - used internally to monitor the reasons that fines are waived
 - Staff are required to initial any fine waives
 - A group of unacceptable fine waives might result in an agenda item for future staff training sessions.

 Cash Receipts by Location and Date Range - (cust-34)

 Location: ALL
 Date Range: 20110101 - 20110401

top

cust-34

Location	PAY TYPE	Date	Time	BARCODE	PS	NAME	FINE	SUM	Receipt #
165.234.	00	20110103	1614				0	2.00	6363
100.112									
		20110103	1614				0	2.00	6363
		20110103	1614				0	1.00	6363
		20110103	1614				0	1.00	6363
		20110103	1614				0	1.00	6363
		20110103	1614				0	2.00	6363

Print Preview

20110329	1820						46			22	0.00	6516
20110329	1820						46			23	0.00	6516
20110329	1820						46			40	0.00	6516
20110329	1820						46			40	0.00	6516
20110329	1820						46			41	-30.00	6516
20110329	1820						46			41	-26.00	6516
20110329	1820						46			41	-30.00	6516
20110329	1820						46			41	26.00	6516
20110331	0950						48			3	1.00	6517
20110331	0950						48			22	0.00	6517
20110331	0950						48			22	0.00	6517
20110401	1205						49			3	5.00	6518
20110401	1205						49			21	0.00	6518
20110401	1205						49			23	0.00	6518
20110401	1205						49			40	0.00	6518
20110401	1205						49			41	-23.00	6518
20110401	1205						49			41	23.00	6518

 Type SUM

01	20110129	1107					47			3	2.00	6413
	20110129	1107					47			3	2.00	6413
	20110129	1107					47			40	0.00	6413
	20110129	1107					47			40	0.00	6413
	20110129	1107					47			41	-20.00	6413
	20110129	1107					47			41	-20.00	6413
	20110129	1107					47			41	-20.00	6413
	20110129	1107					47			41	20.00	6413
	20110329	1809					46			3	1.00	6515
	20110329	1809					46			3	1.00	6515
	20110329	1809					46			3	3.00	6515
	20110329	1809					46			3	1.00	6515
	20110329	1809					46			3	1.00	6515

 Type SUM

30	20110127	1831					48			0	1.00	6411
	20110127	1831					48			0	1.00	6411
	20110127	1831					48			40	0.00	6411
	20110127	1831					48			41	31.00	6411
	20110127	1831					48			41	-31.00	6411

 Type SUM

 Locn SUM

Total

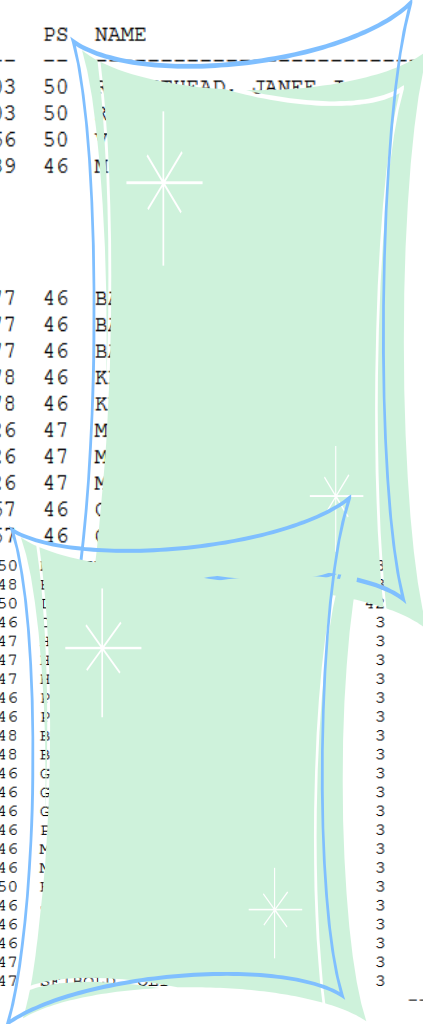
bottom

cust-74

Cash Waived by Date Range - (cust-74)

ADM Library: LEA50
SubLibrary: ALL
Time Period: 20110101 - 20110401

SubLib	DATE	BARCODE	PS	NAME	TYPE	SUM	REASON
LEA50	20110120	23132000065403	50	BRAD, JANEE	0	2.00	SECOND BILL - waive
	20110120	23132000065403	50		0	1.00	lost material notice - waive
	20110125	23132000062566	50		0	1.00	lost material notice - ok
	20110322	23132000093439	46		0	1.00	ILL fee due on this item - ok
*****						5.00	
SubTot							
LEAMA	20110104	23132000065577	46		3	4.00	Late return <0005 0000 F 4.00> - w
	20110104	23132000065577	46		3	4.00	Late return <0005 0000 F 4.00> - w
	20110104	23132000065577	46		3	4.00	Late return <0005 0000 F 4.00> - w
	20110110	23132000080378	46		3	1.00	Late return <0002 0000 F 1.00> - w
	20110110	23132000080378	46		3	1.00	Late return <0002 0000 F 1.00> - w
	20110110	23132000084826	47		3	2.00	Late return <0003 0000 F 2.00> - w
	20110110	23132000084826	47		3	2.00	Late return <0003 0000 F 2.00> - w
	20110110	23132000084826	47		3	2.00	Late return <0003 0000 F 2.00> - w
	20110113	23132000056667	46		3	1.00	Late return <0002 0000 F 1.00> - ok
	20110113	23132000056667	46		3	1.00	Late return <0002 0000 F 1.00> - ok
	20110304	23132000079560	50		3	1.00	Late return <0002 0000 F 1.00> - ok
	20110308	23132000065643	48		3	1.00	Late return <0002 0000 F 1.00> - ok
	20110308	23132000091144	50		3	1.00	Lost material - Notice - ok
	20110310	23132000065858	46		3	4.00	Late return <0007 0000 F 5.00> Waived 1.00 of original 5.00 (net.).
	20110314	23132000085955	47		3	2.00	Late return <0003 0000 F 2.00> - waive
	20110314	23132000085955	47		3	2.00	Late return <0003 0000 F 2.00> - waive
	20110314	23132000085955	47		3	2.00	Late return <0003 0000 F 2.00> - waive
	20110314	23132000076129	46		3	1.00	Late return <0002 0000 F 1.00> - ok
	20110314	23132000076129	46		3	1.00	Late return <0002 0000 F 1.00> - ok
	20110315	23132000039895	48		3	2.00	Late return <0003 0000 F 2.00> - 1.00
	20110315	23132000039895	48		3	2.00	Late return <0003 0000 F 2.00> - 1.00
	20110317	23132000046460	46		3	1.00	Late return <0002 0000 F 1.00> - ok
	20110317	23132000046460	46		3	1.00	Late return <0002 0000 F 1.00> - ok
	20110317	23132000046460	46		3	1.00	Late return <0002 0000 F 1.00> - ok
	20110317	23132000024244	46		3	5.00	Late return <0006 0000 F 5.00>
	20110322	23132000093439	46		3	4.00	Late return <0006 0000 F 5.00> Waived 1.00 of original 5.00 (net.). -
	20110322	23132000093439	46		3	4.00	Late return <0006 0000 F 5.00> Waived 1.00 of original 5.00 (net.).
	20110324	23132000084982	50		3	1.00	Late return <0002 0000 F 1.00> - ok
	20110328	23132000059000	46		3	3.00	Late return <0004 0000 F 3.00>
	20110328	23132000059000	46		3	3.00	Late return <0004 0000 F 3.00>
	20110328	23132000059000	46		3	1.00	Late return <0002 0000 F 1.00> - w
	20110329	23132000076566	47		3	2.00	Late return <0003 0000 F 2.00> - ok
	20110329	23132000076566	47		3	2.00	Late return <0003 0000 F 2.00>



SubTot 153.00

Total 158.00

Custom ILL Reports

- ILL cust-78 (which includes media format types) is used to determine how long it takes an item to reach a patron from the time it was requested. This is primarily for determining staffing needs. It is also used for a count of requested items by media type.
- ILL cust-43 is run quarterly to determine if any items are in such demand that they should be purchased.





Print Preview

cust-78

 ILL Borrowing Receive Time for LEA40 (cust-78)

 For Dates: 20110101-20130401

Requested Media	Count	Average
L-AUDIO	58	2.172
L-PRINTED	688	2.612
L-VIDEO	14	3.571

Requested Media	Count	Average
Totals	760	2.596

cust-43



Print Preview

 ILL Items Borrowed more than once

 Dates: 20110101 to 20110401

ISBN	Count	Title	Author
0375502238	7	Blessings : a novel / Anna Quindlen.	Quindlen, Anna.
0974637009	7	Waiting for white horses : a novel / Nat	Jorgenson, Nathan.
0688170528	4	The pact : a love story / Jodi Picoult.	Picoult, Jodi, 1966-
0679419810	3	Strip tease : a novel / by Carl Hiaasen.	Hiaasen, Carl.
	2	GLORY IN DEATH.	ROBB, J D

5 rows selected.

Open Mic



The Future



- Seek more efficient workflow strategies
- Lower ILS cost-of-ownership
- Evaluate & Improve customer experience
- Streamline repetitive processes
- Educate ILS vendors on public library needs
- For ODIN, complete ILS survey

Next Step

- Ensure the best customer experience always
- Provide the services the customer expects
- Convince Ex Libris that public libraries are in the marketplace and deserve attention



Thank You!

Ellen Kotrba ellen.kotrba@ndus.edu



Happy Halloween