

Interactive Staff Discussion Notes
IDS Project Conference
Summer 2004

Discussion during Transaction Examples:

Observations of problem areas –
Explaining why there may have been delays

- ✚ Problems with workflow
- ✚ Problems with Ariel (i.e. bad copies)
- ✚ Less than optimal connector times
- ✚ Using LAND when electronic delivery would have been more appropriate
- ✚ Staffing issues (i.e. school breaks)
- ✚ Problems with citations
- ✚ Delivery Problems – missed LAND drops/pickups
- ✚ Campus mailroom delays
- ✚ Timing in pulling materials – before/after LAND stop
- ✚ Renewals added into ILLIAD as “item shipped” – falsely adding time to transaction
- ✚ Delays due to distance between borrowing/lending library
- ✚ Search string does not include project participants as first in queue

Possible solutions

- ✚ Using **notes** field to offer explanations for unusual circumstances
- ✚ Changing/increasing connector times
- ✚ Agree upon a definition for **unfilled**
- ✚ Agree upon appropriate procedures in reporting items as **shipped**

IDS Crew Interactive Discussion:

Moderator, Michelle Parry (Oswego)

Kim Meyers (Brockport)-

Sharing what works. Using Avery labels sorted in alpha/call # order to expedite material gathering.

Melaine Kenyon (Buffalo State)-

- The problem of connector errors may be solved by changing/increasing connector times... the possibility of an automatic update option in the future.
- The lack of IT support is the greatest obstacle to implementing Odyssey (and other utilities) for many libraries.
- Many voice opinion that Ariel quality is superior to that of Odyssey. The DPI must be increased in Odyssey in order to correct this; however, there seems to be no way to set this as a default.

Barbara Kittle (Fredonia)

Barbara offers a handout to assist in the setup of Custom Holdings. Custom Holdings is easily set-up, easy to use, and is not dependant upon the library's interface.

Jackie Coughlan (SUNYIT)

Jackie often discovers Full Text online articles in Google while attempting to verify citations. She then cancels the requests, bringing IDS/ILL statistics down. Others offered better options to indicate that the order was filled –

- Use [request finished](#) rather than canceling
- Route the request though ILLIAD document delivery

Session Report to full group:

List of Wants/Needs that will allow ILL/IDS departments to accomplish the IDS Project Goals
Presented to Directors –

- ✚ Equipment – better scanners and copiers suitable to IDS/ILL applications (i.e. Konica, Binder Minder).
- ✚ Better response from IT department – making IDS/ILL more of a priority.
- ✚ Need a systems person devoted to the library
- ✚ Open more material to lending as agreed upon (CDs, DVDs, videos, etc). This may require an increased lending period to accommodate delivery.
- ✚ Increased staffing or the reallocation of staff, particularly during traditionally busy periods (cross-training among departments).
- ✚ More training, especially on reporting functions
- ✚ ILL/IDS people are being asked to wear too many hats, often taking them away from their ILL/IDS duties