**Notetaking: Library Discussion Group A - 8:00-9:30 Wednesday:**

*Leader – Janet Ferry*

*Notetaker—Jesslynn Shafer*

***\*Lending Current volumes (books, media)***

-Many do, some do not. Some AV is controlled by others, so the decision is out of Interlibrary loan staff.

***\*One patron on a regular basis orders media that is not research-oriented***

-Many are tempted to say no, provide a link to the public library, ask them to prioritize, try to get it for free if they do attempt to transmit.

-Some have started a NetFlix account – getting the items makes the patrons very happy, they have limited loan periods. Brockport and Geneseo are two libraries who have started this service – very successfully.

-Is there a problem bringing them back? Not really – they are repackaged in plain boxes, without mention of Netflix

-Membership fees are same as regular memberships, pay about $20 a month; Brockport uses a credit card, Geneseo uses standing purchase – you can also have more than one account.

-Found that it was great for obscure documentaries.

***\*Feelings on the LAND presentation?***

-Sounds like they recognize the problem and that they’ll try to fix it – they try to hire drivers that are top notch, but they know there is a problem. They’ve made “management changes”.

-Are they changing hubs? No, they’ll add some; some libraries have been changed to a different hub – mostly downstate.

***\*Are you getting what you expected out of the conference?***

-The hands on labs have been fun; vers. 8.0 looks great – the ribbons are licensed from Microsoft but the layout is Atlas – Atlas’s layout seems more organized

***\*Speaking of ILLiad 8.0, is it compatible with Office 2003 (do you need to install Office 2007 first)?***

ILLiad is compatible with both versions of Office.

***\*Have your IT people refused to let ILLiad emails go through, (The email system is blocking the automated email)?***

-Some IT won’t allow it because of the possibility of spam – you can ask that Atlas host instead.

***\*Curious about level of getting into Toolkit? Do people want to use it?***

-People will go there if there is a problem – many have intentions of going through and looking for best practices, but lack the time. It sounds worthwhile – the email routing rules are very helpful.

***\*What do people usually do when patrons don’t pick up an item?***

-They claim they didn’t receive the email, or never read it – some libraries charge the patron for books that were never picked up, others send emails with reminders about possible charges or with a notice that reminds the patron that obtaining ILL books costs the library money.

***\*How different is 7.4?***

-It doesn’t look any different on the staff end – except for the RAPID configuration, which only looks slightly different. You’ll need to install 7.4 before you move to 8.0.

***\*Feelings on RAPID Conversation?***

-Some just love the service – however it’s expensive and many won’t join because of cost and because they are meeting their patron’s needs through IDS.

***\*Feelings on session in auditorium about IDS search engine?***

-It’s a good idea that patrons can see their options, but some are worried about the “guaranteed time frame” (get it in two days). This was set up to be like a “free Amazon” to appeal to users.

-From reference standpoint, it seems unnecessary, but also feels that giving them an option to choose only from libraries that would get the item in their hands the fastest would be helpful to patron.

-Is it possible to set up IDS results list in Worldcat?, Yes, Mark will look into it.

-There is one interface with 2 options; you could set it up with just your library’s holdings or with others. You can place the search wherever you want on your library page. It is totally customizable to your library’s standards and can be adjusted to add more “fun” things, like a shopping cart.

-Some IDS libraries will do demos for their reference staff; most that have seen it so far really like it.

-Ideally, Mike (search engine creator) would like patrons to be able to click the request link, be prompted for the ILLiad log in screen once and continue requesting items – there would be a time limit on session of course. There would be some other kinks to work out with that kind of request, like adding notes for individual requests (VHS okay?) for example.

***\*Do people still use SUNY Connect catalog?***

-Most do not, although still listed in many library websites as option. It is a limited search option. For example, it doesn’t search CUNY holdings.

***\*Would people consider a group submission routing rule? IE. A patron submits several requests at once.***

-It seems like it might be an extra step, adding to the workflow. Some do ask patrons to prioritize and others just process a few at a time and move onto another patron’s requests before going back to the patron who made multiple requests.

***\*Stats question: Can we track the use of IDS search and ALIAS?***

-The issue hasn’t been directly addressed yet but it could just involve normal server logs. Mark is working on tracking unfilled requests and those where the ISSN couldn’t be found, in ALIAS.

-For now, you could search by “changed by” IDS service in the SQL search in ILLiad to see the ALIAS requests.

-Stats are used to help argue different things, for example, Google analytics allows you to see what patrons are looking at, that can be used for collection development purposes.

-Related question, about Direct Request stats: how can we see how many requests go through direct request? – ALIAS servers are collecting data, there is a new program that will be added to tools section where you can do a search for all libraries, how much is coming in, on real time use for individual libraries.

**\*Does anyone else use the perforated slips that Potsdam uses? They’re so helpful!**

-No, but Janet will look into where they purchased them and how everyone else can get their hands on them.