

E-Content Meeting January 27, 2016 3:00 PM

Attending: Deanna Dicarlo UHLS, Anne Pitlyk UHLS, Jane Chirgwin RENS, Geoff Kirkpatrick, Amy Peker VOOR, Sarah Clark APLM, Judith Wines RCSC, Matt Graff COHS. (Guest: intern Emily)

Minutes approved 3/30/2016

Overview of Selection Guidelines: The new selection guidelines have been changed to assist in training new selectors, and now include screen shots. Judith suggested adding in a statement on how to get help from UHLS or from Overdrive. While Deanna is the OverDrive liaison and the main contact for any changes made to our interface, any OverDrive selector is empowered to support patron end-user issues by submitting help tickets using OverDrive Marketplace's Support ticketing service. Libraries that cannot assign staff to submit help tickets will be continue to be supported by UHLS.

Holds Ratio: Did changing our default loan period improve hold wait times? It is too soon to tell, especially since purchases of hold items decreased at the end of the year. The committee agreed to revisit this question at the next meeting.

Reports: Ann Pitlik will be able to create quarterly digital item circulation reports for each library. These reports will include monthly circulation of the individual library compared to the consortium and show trends. Judith suggested adding in a comparison to the year before as well. Overdrive has added in more tools for report making.

Amy shared her comparison pie chart of what circulated in her library, using both print and digital numbers. The ideal report will show all circulation and be able to compare circulation by format. Because of our transition, that is still a time-consuming and inaccurate effort.

The committee discussed what statistics should be kept for the state report. The questions have changed yearly for how digital items are counted. If next year's questions ask for information we have not anticipated or collected, we will notate it in our report and make our best efforts to collect that information for the next year.

Question: Do request-able pre-order records affect holds? Having the records in place is important so that patrons know we will have the item when it comes out, but does that feature increase the hold wait time, as these items are not really available? Any evaluation of the hold wait time should only include items that can be checked out.

Move to Adjourn 4 PM.

Next meeting scheduled for Wednesday February 24 at 3 PM (if needed).