IDS Conference 2009

Library Staff Session – Group C

Moderator: Jon Penn

Note taker: Lynne Marus

Jon began with a brief statement of the purpose of the session – which is to share problems, solutions, concerns and thoughts about the IDS project between participants.

Illiad listserve:

When subscribers receive the messages in digest mode, they get a long multi-page document which includes a lot of unnecessary information – such as html codes, etc. Is there a way to avoid this?

* Instead of using digest mode, receive the posts individually
* Create a folder specifically for the IDS listserve messages, and automatically route all incoming messages to this folder. This prevents the messages from cluttering up the in-box while keeping the messages ready for review at a later time

Number o f listserves:

Most participants subscribe or are aware of IDS, ILL-l and Illiad listserves. Participants felt that there were some postings that were unnecessary such as:

* using the listserve to announce that a particular participant is down. If a library is going down, change status to lower-case rather than post message to listserve.
* personal responses/conversations between 2 individual participants

General feedback on IDS

*Postive:*

Ids has improved service to patrons and has eased workflow. Participants don’t need to think about the process as much because the IDS libraries are just put at the top of custom holdings. IDS Project has taken a lot of the guesswork out of the workflow.

IDS membership allows private libraries to share with larger libraries and SUNY schools. More private libraries are joining.

Mentoring is extremely helpful not only to the “mentees”, but to the mentors as well. Mentors may see new processes or techniques that they can bring back to their own libraries and share with others in the mentoring group. The fact that the mentoring relationship is a continuing one is also appreciated.

Binghamton has seen an increase in lending since joining, but the added work has not really been an issue.

Nazareth became a net lender this year.

Community college participant said they will probably always be net borrowers, but they also have started lending more. While this has added more work, it was “nice to be able to lend more”.

Participant noted that when he serves on the reference desk, IDS has given him more of a sense of security – he sometimes will work with a student and place the request right then & there, showing the student the process, knowing that chances of fulfilling the request through the IDS project are good.

Toolkit

Suggestions:

* Participants would like to see more real experiences/tips/techniques from various libraries, allowing them to pick the ”best of the best”
* Since the purpose of the Toolkit is to be a collaboration of best practices, participants were urged to take an active role in contributing to it
* More IDS members are starting to contribute suggestions
* Tip of the Week messages are sent to both the IDS and Illiad listserves
* Jon stated that NYLINK uses the Toolkit also – especially for questions on custom holdings – results in a lot less duplication of effort

Size of the IDS Project

If the group continues to grow, will we lose our sense of community?

* Geography sort of puts a limit as to how much the project will grow (but not for articles). Will we always be limited to New York?
* Faced with limited resources, a larger group would increase availability of resources
* Being small helps project remain flexible
* No one really wants to say “no” to libraries who are considering joining
* What about museums?
* We haven’t reached the membership ceiling yet – but what is the ceiling? No definitive answer.
* What about subgroups? (i.e. based on collection strengths?)
* Trade off between what would be lost (personal connections) with what would be gained (strength of collection)

Branding:

Is the IDS “Project” still a “project”? Can “Project” be eliminated from branding?

What could “Project” be replaced with?

* IDS Progress
* IDS New York

Land:

Is physical delivery the main impediment to growth?

If library can adhere to IDS delivery standards, could the LAND requirement be waived?

Using other carriers would allow out-of-state libraries to participate, but would increase cost

Using a common delivery system is a huge part of our success

LAND saves money over using UPS

IDS Steering:

What is the impact of IDS responsibility on Geneseo staffing/resources?

Sonja stated the impact is huge, and that perhaps resources are being diverted from other library initiatives that need to be addressed. Also, eventually there may be a need for a full time director or project coordinator. How will we pay for this?

How would members feel about paying $1,000 $2,000 per year membership fee?

* Most agreed it would be worth it – membership would pay for itself
* What about our mission statement – making resources readily available to all?
* If a library drops out, impact may not be seen by that library for a couple of years, but it would eventually result in other cost increases (as opposed to a $2,000 annual membership fee)
* Can we allow members to be “Article Only” participants? (Albany Med & Vassar are interested in this option)
* Our fees would be very little compared to Rapid & Connect NY
* IDS really is not free now – people are donating time, talent & resources to the project
* Grants are being looked at, for example a $500K IMS grant, but even grant-writing requires time & money
* Would membership fees be pro-rated based on volume?
* Jon shared that NYLINK struggles with how to establish a “fair” fee schedule. NYLINK may be part of the conversation when & if membership fees become necessary

IDS Website:

* Most comments were confined to the custom holdings – it is important to keep your custom holdings up-to-date. Don’t bother comparing old to new – just paste in the new custom holdings
* Suggestion was made to include more visual training aids for commonly performed tasks on the website such as You-Tube tutorials. This would accommodate those with visual learning styles
	+ Atlas has some visual tutorials
	+ There are currently some available of You Tube – search for Illiad tutorials

Best Practices:

Why does there seem to be less sharing of best practices at the conference this year?

* New members feel that there enough tips & techniques available to keep them busy
* Members are just more comfortable as a whole with Illiad

TAG feedback:

* The group was impressed with IDS Search
* Delivery promise may be unrealistic and may lead to negative PR down the line. Can the delivery date be based on actual averages rather than the current +4 days? Delivery should also be based on date of publication, format, etc.
* We would rather overstate delivery turn around that make a customer unhappy
* Wouldn’t it be cool if….
	+ Illiad could grab & deliver pdf’s?
	+ On borrowing requests – putting citation info (Worldcat/database name) in notes field so that we know exactly what record the customer was looking at when the request was made?
	+ Serials Solutions could import complete citation info – including the last page/
* Currently, if you (or a patron) are smart enough to change the transaction number in a URL for delivered article, you can view any transaction – this raises privacy as well as copyright issues. TAG team is working on this with Atlas.