



IHLS Directors' Chat

October 1, 2014 – 40 participants

Ellen Popit, IHLS: Hi, Everyone! Happy October

Tracy Pierceall -- IEPA: Hello. :)

Julie Jarman: Hello!!

Anita@Sherman: Hi Ellen and everyone. Beautiful day to begin the month.

Susan Edwardsville: Good afternoon!

Kathy Goleman Divernon Township Library: Hello

Kathy@Pinckneyville Library: Hello!

Ellen Popit, IHLS: What's on your minds? Anyone going to ILA?

Diana Brawley Sussman: Hi. Is there any audio in this meeting?

Anita@Sherman: A staff member and I are going to ILA and we are going on the Ghost Walk. Is anyone else?

Ellen Popit, IHLS: Diana, typical it's just online chat!

Diana Brawley Sussman: okay, thanks.

Shawn- Elwood Township: Hello, Happy Fall :D

Ellen Popit, IHLS: A number of IHLS staff members will be there!

Diana Brawley Sussman: I am going to ILA with our Children's Librarian, and we are going on the ghost walk too.

Jill-FVHP: More of a collection questions but if you circ video games where do you buy from?

Diana Brawley Sussman: We do circ video games, but I'm not the one who purchases them. If you email Mary Stoner mstoner@carbondale.lib.il.us she can tell you where she gets them.

Lacey - Barclay Public Library: I would like to know who is using epay with the PAC and how that is working out. Are people using it? Are you absorbing fees? About how much are the fees? any advice?

Lacey - Barclay Public Library: I typically get video games from Target, Walmart or Amazon. We don't purchase many though because they are expensive and the gaming systems change so frequently.

Lacey - Barclay Public Library: Mostly the games we have are ones the library wants for our programs, but our Wii is almost obsolete now and attendance has been low.

Anita@Sherman: I looked into epay some time ago and thought at the time it was too expensive. I understand that it may not be so now and will be looking into it again.

Tressie, Albion Public Library: Has the meeting started?

Ellen Popit, IHLS: Yes, Tressie---it's just online chatting, so you won't be hearing anything---just following the conversation.

Tracy Pierceall -- IEPA: Can someone tell me which report I use to see how many items I currently have checked out from my collection? It seems like such a simple question, but I'm not finding a simple answer. TIA.

Diana Brawley Sussman: We use epay through the state. With new regulations we had to join a service to ensure security. It has gotten expensive. I consider it more of a customer convenience than anything else, although we don't get many online payments.

Diana Brawley Sussman: Tracy, are you using Simply Reports? It's a separate website and you can create custom reports for almost anything.

Julie Jarman: I use the Statistical Summary for this,, you can also define the numbers better with Item Circulation reports Tracy-- hope that helps!

Tracy Pierceall -- IEPA: No, I'm not set up for Simply Reports. I tend to just use the ones that are in Polaris itself. It's just a matter of figuring out which ones do what. :/

Julie Jarman: Stat Summary and Item Circ are in Polaris. I have done Simply Reports myself but not often.

Tressie, Albion Public Library: No agenda of topics to be covered? First time to attend.

Kim: I tried to do an inventory of our adult non-fiction by just printing off our list of non-fiction books. A lot of them do not match up with that list. The call number is different. Is there a different list I can get to with my call numbers on it?

Diana Brawley Sussman: Simply Reports is kind of fun. I attended a system training on it. It's easy to use, and you can create excellent reports, especially for weeding.

Tracy Pierceall -- IEPA: Julie: I'm looking at the statistical summary, but it only provides what circulated during whatever date range you provided. It doesn't give "here's what's out right now" kind of numbers, which is what I'm trying to find. I'll look at Item Circ. Thanks.

Diana Brawley Sussman: Tressie, this is my first time attending too. It seems like there's no agenda.

Ellen Popit, IHLS: Tressie, this is designed to be discussion among libraries of topics of current interest, so it's usually pretty free-flowing. If there's anything you'd like to discuss, just throw it out there.

Julie Jarman: Sue Pearson gave me a handy little tool with inventory- I would email Sue at IHLS, my staff likes it because it seems the easiest way.

Kim: Julie. Thank You. I will email her

Scott @ Lake Land: I am curious to know how circulation numbers have been at your libraries. We are seeing numbers that are about 1/3 what we saw before we migrated to SHARE, and I am wondering if other are seeing steep circulation declines as well.

Diana Brawley Sussman: Tracy, I think you can do what you're wanting in Simply Reports.

Julie Jarman: Tracy-- I always email Sue for this type of question, she always directs me to the place to go, I know you can do it in polaris but not sure exactly which one.

Jill-FVHP: Question for Lesley Z: I haven't played with the 3M audio books at all but will they download from the PAC the same way the books do and as easily?

Diana Brawley Sussman: Scott, our circ is down too.

Tracy Pierceall -- IEPA: Julie, I'll do that. Thanks.

Lacey - Barclay Public Library: @Diana Sussman - what is "expensive" to you?

Shawn- Elwood Township: I found the Stats Summary, But I am not sure where Item Circ is found, I am probably over looking it

Diana Brawley Sussman: Lacey, we spend more than we take in.

Julie Jarman: Item Circ is also in Polaris-- I think you hit the circulation folder and it should come up under that,

Diana Brawley Sussman: Lacey, I don't remember what we're paying exactly. It's less than \$20 per month, but we don't have many patrons making online credit card payments.

Lesley Zavediuk, IHLS: Hi Jill. I thought there might be questions about eAudio today. :) The Answer is Yes! They will download easily. Right now, the problem is that if a user comes across one in the OPAC, it looks like an eBook, until you check it out and see it on your bookshelf, but 3M and Polaris are working on that issue. Through the app, its easy to tell audiobooks from ebooks and the process is pretty easy.

Shawn- Elwood Township: Yes Scott, our numbers are down as well.

Lacey - Barclay Public Library: Diana, do you have a card swiper?

Shawn- Elwood Township: Thank you Julie, I was overlooking it

Julie Jarman: Shawn

Diana Brawley Sussman: Yes, Lacey. We have a card swiper, and it gets used daily.

Julie Jarman: Shawn- glad you found it!

Tracy Pierceall -- IEPA: I think I figured out my answer. I did a report that gave numbers by "item status." Gives me the number of books "out" so that should do it. Yay! Thanks again for the suggestions.

Lacey - Barclay Public Library: So, the \$20 per month is transaction fees?

Jill-FVHP: Lesley: IS a title listed twice in the OPAC if it is both ebook and eaudio? A correct icon seems really important?

Julie Jarman: Is any one enjoying the free thermal receipt printers ? we are finding it not so helpful and may go back to the regular paper roll for all our checkins and check outs, holds ect?/ just curious what you all thought?

Shawn- Elwood Township: I love the printer. Larger libraries may not, but a tiny one like us, it's great!

Elaine - MTL: My staff and patrons love the sticky receipts.

Jill-FVHP: Julie: What don't you like about them? My staff and patrons like them

Kathy@Pinckneyville Library: I've personally used 3M and Overdrive and I have to say I'm loving 3M it seems to download much faster and I like that it shows up in Polaris. Curious how many are keeping both Overdrive and Polaris or will you be switching to just one of them?

Julie Jarman: Tracy-- I am going to look Item Status up-- thanks!

Amanda McKay--Effingham: We love our receipt printer! But, we are also large enough that we can mostly confine our sticky receipt printing to transits and complete regular patron transactions on the cheaper thermal paper

Tracy Pierceall -- IEPA: I think Polaris just crashed. Yikes.

Kathy@Pinckneyville Library: I love the sticky receipts, we are a small library just two staff members and the sticky receipts save us a lot of time especially when sending out books to other libraries!

Diana: Lacey, it's not for transaction fees. It's for TrustKeeper PCI Scanning, which the state recommended because of new security regs on credit card transactions. You have to have an account for each type of transaction, and I think it's probably about \$8 per month per account. It's worth it for our scan device at the circ desk. but we don't take in \$8 per month in online credit card payments.

Kathy Goleman Divernon Township Library: We love our receipt printer also! We are a one person library so really saves us alot of time.

Shawn- Elwood Township: Great Question Kathy! I am anxious what others think of 3m vs mediamall/overdrive. I just got the mediamall bill. It's not much cheaper than what I was quoted for 3m.

Julie Jarman: We are a small library and do not always need the sticky notes -- we could go back and forth from sticky rolls to regular rolls but just not sure what or how to handle them?? I guess our problem is the paper itself--

Jill-FVHP: About sticky paper: the one problem we have encountered has to do with vistafoil which we do to may of the softcover books we have. The sticky paper is making a mark on those covers that isn't easily removed. ANYone else have this problem.

Lesley Zavediuk, IHLS: Jill: Yes, the item will show up twice in the OPAC and a correct icon for eAudio is one of the fixes 3M and Polaris are working on. An example for you: if you search for Gone Girl in the OPAC right now, you'll notice two listings that have the 3M icon and the eBook icon, one of those is an audiobook. Once Polaris and 3M fix the bug, one will have an eAudio icon. They said it should only take one to two weeks and my hope is that it will be sooner! As beta testers for eAudio we knew there would be a few bugs, hence our "soft launch" today as opposed to a full launch. :) If for some reason they haven't sorted out this issue by the 13th, we may push back our full launch, I'll keep you all updated as I learn more. :)

Lacey - Barclay Public Library: @Kathy - we still have more patrons using Overdrive than 3M and have so much money invested in Overdrive that we plan to keep both. With more and more people wanting ebooks, I think it is justifiable. Especially since the collections have different titles.

Diana Brawley Sussman: Lacey, Illinois e-pay.com is what we use for online credit card transactions.

Julie Jarman: Yeah, I have heard about that too, we also use the vistafoil,, so yet another problem.. LOL I am sure we will figure something out easier for us-- glad to have a new free receipt printer at any rate.

Anita@Sherman: We only use our sticky paper receipt printer for ILL, both items that come in and go out. We still use our regular printer and paper for everyday checkouts. It is much less expensive the restick paper.

Chris Dawdy, SHARE Manager for Staff Services: Julie, I've heard from many libraries that they use regular thermal paper most of the time, but when it's time to print transit slips, they pop out the regular paper and put the sticky paper in.

Lacey - Barclay Public Library: @Diane - thanks for the info. It sounds like it would be more beneficial to have a card terminal than just the online payments. What is your service population?

Jill-FVHP: Lesley: so its a crap shoot for now as to if you click on the title and are getting the book or audio? Iw as going to play with it so this is helpful info

linda richter Trenton: Trenton patrons still using Overdrive more then 3M. Slow transition for them.

Julie Jarman: Anita- do you change the paper rolls or are you using two different receipt printers at the desk? we have been dragging our feet and just now began using the new thermal receipt printer.

Scott @ Lake Land: Keeping Overdrive for the time being. We will see going forward, since I don't really know what we will be looking at for 3M pricing when the initial ISL funding goes away.

Diana Brawley Sussman: Hey, if any of you are in metro-east libraries, I have an employee who is attempting to move to Edwardsville. He'd be a great shelver and has book-keeping skills. If you're looking for someone to help out with that type of thing, please give me a call: 618-457-0354, ext. 313.

Diana Brawley Sussman: Lacey, I'm in Carbondale. Service population is 25,900.

Lesley Zavediuk, IHLS: Jill: My initial testing tells me that "Yes--it's kind of a crapshoot with the OPAC" (I say while cringeing), but the testing I've done within the app works great. If you want I can send you some titles that are definitely only audiobooks for now if it will save you time as you test in the OPAC.

Julie Jarman: Chris- thanks-- I think that may happen with us too, I am letting the staff figure out what they perfer since they have to deal with it everyday- We are still discussing the best options Thanks!

Diana Brawley Sussman: Is there a way for us to know what 3M will cost when the ISL grant expires? And when does the grant expire?

Anita@Sherman: We have two different printers.

Julie Jarman: Anita- right now we have two different printers as well.

Jill-FVHP: Lesley: that would be great. I have the app too but many times patrons explore int eh PAC so I like to know what that experience will be like.

Lacey - Barclay Public Library: Thanks, Diana. We are considerably smaller with just under 6,000! I'm sure we wouldn't get as much use with epay as you do!

Esther Curry-C.E. Brehm Memorial PLD: Tracy--you can use the Find tool and do an item search (do a title search with an * in the search box), them Limit By Circ status and then select just your branch under Branch tab. There is a box that you can check to get a count only. (sorry for the delay--got a phone call while typing)

Tracy Pierceall -- IEPA: Thanks Esther. I'll give that a try. :)

Elaine - MTL: Lesley could you post a list on the website of a few 3m items that are audios. My staff and I would like to play, too

Julie Jarman: I sure hope 3m is affordable after the grant runs out, Our patrons LOVE it We could not afford overdrive on our small budget and were thrilled when this opportunity came up

Lesley Zavediuk, IHLS: The cost of 3M will stay the same through December of 2015. If our platform fees go up after that, there may be a small increase in fees, but since we worked hard to make the grant sustainable, it shouldn't be a large increase. Once we get closer the end of next year, we'll be sure to send you all lots of information if your fees will go up.

Jill-FVHP: Diana: will keep your staff information in mind if I hear of anything

Julie Jarman: Thanks Lesley for the info- we are safe till Dec 2015 then.

Diana Brawley Sussman: Thanks for the info, Lesley. That's good news. And thanks, Jill. Much appreciated!

Lesley Zavediuk, IHLS: Elaine: You bet. I'll post it this afternoon. I'll try to post a list of 20 - 25 titles so you all have lots to play with and I'll send out a message to our other members to let them know its there. :)

Elaine - MTL: thanks, Lesley

Anita@Sherman: I am trying to increase the usage of Zinio magazines and Chris just sent me some terrific info this morning. Do any of you have a sure-fire plan for getting patrons to download magazines?

Karen Sinks: Can anyone point me to Zinio resources? (Marketing, user tips and info, etc.)

Jill-FVHP: Has anyone noticed a changed in their request list either going up or down since IHLS made the change

Chris Dawdy, SHARE Manager for Staff Services: Karen, I'll forward you the info Anita mentioned.

Sally Newbury: Gilman has fewer requests lately

Elaine - MTL: Chris - could you share the info with all of us who are using zinnio?

Kathy Goleman Divernon Township Library: Divernon has had fewer requests

Ellen Popit, IHLS: Do you mean ILL requests or Zinio requests?

Chris Dawdy, SHARE Manager for Staff Services: Ok, maybe I'll just send the Zinio marketing info to everyone in the Zinio consortium!

Scott @ Lake Land: I also have a holds-related question. If Library A places a title hold (not copy-specific), and Library B has 5 copies of the book, none of which it will loan, then will the hold move down the list for each copy if it is denied once, or does it bounce to another library if Library B say no to the request?

Amanda McKay--Effingham: Ours have been stable, but we've noticed that we are recieving fewer items in delivery, which I believe would indicate that we are able to fullfill more of our holds with our own materials as I don't think our cric numbers have changed dramatically

Jill-FVHP: Karen: I contemplated doing some \$10 gift card giveaway to new user sof Zinio for a couple of months but then thought people might find it creepy that I can see their barcode and know they used it. Is that creepy?

Lacey - Barclay Public Library: Chris - do we have any group pricing for a video/music database? Can we look into pricing? My staff want me to get Hoopla.

Jill-FVHP: ILL Requests and if I understand correctly the libraries with earlier alpha names would be seeing a decrease because it is supposed to be starting bottom up and not top down

Esther Curry-C.E. Brehm Memorial PLD: Scott--that sounds like a question that Traci Edwards would be able to answer. There are other variables that could influence the answer to that question.

Karen Sinks: Jill, that's funny! It's a great idea, but as a patron, I might be creeped out!

Anita@Sherman: Sorry I let the Genie out of the bottle!!!

Scott @ Lake Land: I will email her, Esther. Thanks!

Nancy Riverton Library: We have hardly any holds to fill anymore. Sometimes only a couple.

Chris Dawdy, SHARE Manager for Staff Services: Lacey, I have been talking to the Hoopla rep, and she has been trying to figure out a way to give us some kind of "IHLS deal". Since they charge per use, she's having difficulty figuring out how to give us any kind of price break. However, she is coming to our IHLS Member Day, so anyone interested in Hoopla will have a chance to check it out.

Julie Jarman: Karen

Lacey - Barclay Public Library: awesome! Thanks, Chris.

Julie Jarman: OOPs sorry-- let me try again-- Karen- please share the Zinnio info with me when you get a chance, thanks!

Ellen Popit, IHLS: Speaking of which....we'd LOVE to see all of you at Member Day---it's gonna' be fun and the SHARE Members meeting will also be included in the schedule for the day!

Jill-FVHP: Karen: I think so to. Just can't think of another way to do it

Penny Eilers White Hall Township Library: Is anyone close to White Hall going to Member Day?

Julie Jarman: Our holds list seem to be down in numbers as well- not like they used to be

Chris Dawdy, SHARE Manager for Staff Services: Looks like we have 69 people registered for IHLS Member Day -- thought two of those are Ellen and I! We plan to send out the final schedule by the end of the week so you'll all know what it's about.

Karen Sinks: We definitely don't have enough users to keep Zinio, but I really like the program. I'm also hearing complaints that patrons are prompted to purchase, rather than to borrow, when logged on to Zinio, so I wanted to take another look at the instructions and make them available at the circ desk.

GECS Virginia Erickson: I have had fewer ILL requests this fall. Last year I was sending items out almost every delivery. Not so this fall.

Kathy Goleman Divernon Township Library: Our holds are probably a third of what they were before.

Julie Jarman: I doubt we could do anything with Zinnio at this time but I thought I could still research it just the same

Sally Newbury: So how have the delivery rules changed?

Ellen Popit, IHLS: Sally, we can invite Susan Palmer to participate with us next time to give us the skinny on delivery---she'd be the best one to address that.

Chris Dawdy, SHARE Manager for Staff Services: Sally, do you mean the holds routing tables?

Anita@Sherman: Is that any chance that Polaris holds will ever run in "real time" like Horizon did?

Sally Newbury: yes, how are requests routed?

Guest: Jill-FVHP, our ILL requests, and we're near the bottom alphabetically, have plummeted in the past two weeks. We were breaking all kinds of records in the month before, so I'm curious what's going on, too.

Chris Dawdy, SHARE Manager for Staff Services: Anita, I remember hearing that that was coming at last year's Polaris Users' Group meeting. Since we're headed to PUG again next week, maybe we'll hear more about it. In any case, we'll let you all know what we learn!

Jill-FVHP: Maybe someone at IHLS should speak to it but I thought just last week the way the holds list was assigned had been changed which would mean those libraries alpha towards to bottom should have seen their numbers go up in the last week

Anita@Sherman: I hope the powers that be can get that feature to work. It really seemed to streamline requests and staff was always pulling up the "send" to see what was on it.

Jill-FVHP: Lesley: what is the audio format that 3M uses?

Lesley Zavediuk, IHLS: Jill: MP3 format.

Jill-FVHP: Anyone on this chat recently buy a 3D printer?

Chris Dawdy, SHARE Manager for Staff Services: Traci changed the holds routing table at the beginning of September (the 9th, I believe), partly because of some changes in the delivery routes (for example, Effingham is now part of the DuQuoin hub, as are a couple of other libraries), and partly because there have been some requests to change some libraries' priority code (5 day a week to 4 day a week, for example). I don't recall the order (bottom to top, vs. top to bottom) being changed, but I'll check on that.

Anita@Sherman: I saw that grant offering this morning and have really been thinking about it. Anybody out there already have one.

Jill-FVHP: Chris: It is possible I have it wrong just thought I remember reading that.

Guest: Lesley, I heard that 3M books cannot be read on the Chrome browser. With so many schools going to a 1:1 environment with the Chromebooks, do you see that changing? Or, please correct me if I'm wrong about this.

Lesley Zavediuk, IHLS: Hello! As of right now, 3M does not work with the Chromebook, because you can't download the 3M PC app to the Google Chromebook. I would guess that the 3M development team maybe looking into this, but I haven't heard anything specific about it. If the 3M app were available for Chromebooks I would make sure to let everyone know (because that would be amazing!) I'll ask that question the next time I talk to 3M and see what kind of an answer I get. :)

Esther Curry-C.E. Brehm Memorial PLD: I think Traci plans to flip libraries alphabetically every six months or so-- just to try and even out the load.

Guest: Thanks, Lesley. I know a lot of people are buying and using the Chromebooks, too, so that would be terrific to develop an app for Google. Overdrive has.

Jill-FVHP: thanks ladies, another webinar at 2pm. Bye!

Ellen Popit, IHLS: bye!

Lacey - Barclay Public Library: speaking of chromebooks, our school just started using them and we are having problems helping students with editing/printing their homework. They can access their documents on our computers through their school account, but we are unable to open the documents. Anybody dealt with this already? I'm trying to work with the school IT, but they seem to be too busy.

Julie Jarman: Thanks all-- great chat!

Anita@Sherman: Thanks everyone for the great info.

Chris Dawdy, SHARE Manager for Staff Services: Thanks to all who participated today! Hope to see you all on October 20 at IHLS Member Day!