

Lending vs. Owning Circulation Rules Summary

September 2016

Definitions

Owning circulation rules: no matter where an item is checked out, its loan period and fine rate (loan rules) are determined by the library that owns it. This has been MORE's method since the start of the consortium.

Lending circulation rules: no matter which library's item is checked out, the lending library's fines and loan periods will apply. MORE has never used this approach.

Committee charge

Katherine Elchert of Rice Lake Public Library chaired a MORE subcommittee "to investigate using lending library loan rules." The committee met in April and June 2016, and did not reach a recommendation for Directors Council.

Pros and cons of changing from owning to lending circulation rules, per April subcommittee meeting

Pros:

- Patron friendly, customer service oriented
- Simplifies things for staff; less to explain
- Good PR
- Might lead to more standardizing of loan rules (so libraries don't have to "compete")
- Opportunity to promote consortium

Cons:

- Confusion about differing loan rules isn't really an issue at some libraries
- Financial implications relating to Act 150 reimbursement, particularly in Eau Claire County where there is cross municipal reimbursement (Especially if one library goes fine free)
- Circulation implications for neighboring libraries if some were to go fine free (would possibly lower circulation of library with fines)
- Loan rule outliers could cause issues (for example, 3-week DVD check outs could possibly slow down circulation of high hold items)
- Takes away personal responsibility of returning things before overdue (if fines are not collected or lower at some libraries)
- Loss of control over libraries' items
- Would be impacted by days libraries are open – something to look into

Other considerations in the case of a switch to lending circulation rules:

Material labeling. Loan periods and fine rates could vary depending on checkout library

Overdue notices and billing. Owning libraries would continue to prepare and send all notices, but the lending library's loan rules would apply. For example, if the lending library charges a processing fee but the owning library does not, the owning library would still produce a bill for that library's item with a processing fee attached

[Loss of loan rule specificity](#). A change would require a re-working of our loan rules (the system settings that determine lending periods and fine rates, among other things). Libraries would need to determine lending rules for anything checked out at their library based on item type. It would no longer be possible to assign loan rules based on item location

[Summary of feedback from other libraries and systems](#)

The committee surveyed libraries and systems using Innovative Interfaces software, as well as other systems in Wisconsin regarding their use of lending vs. owning circulation rules.

Of the seven Wisconsin library systems that responded, five use lending library rules. Two use owning library rules, though one of those systems has mandated uniform circulation rules across member libraries (with the exception of older rules “grandfathered in”).

Four out-of-state systems all reported using lending rules.

Six MORE-member libraries responded to a question about their preference for lending vs. owning rules, with three preferring lending library rules and one preferring owning library rules. One library prefers uniform rules across libraries, and one is “okay with changing to checkout loan rules if we can also change the local holds process.”

MORE Loan Rules Committee
Tuesday, April 19, 2016
1:30 p.m.

Indianhead Federated Library System, Eau Claire

Attending: Katherine Elchert (RL), Hollis Helmecci (LA), Christina Jones (AL), Leslie LaRose (AU), Laura Amenson (EC), Sarah Adams (SC), Rebecca Smith (PH), Joleen Sterk (ME), Krissa Coleman (RO), Maureen LeVesque (NR), Rebecca Dixon (BA), Maureen Welch (IFLS), Bridget Krejci (IFLS)

Call to order: The meeting was called to order at 1:30 pm. Quorum was established and the meeting was properly noticed under the Wisconsin Open Meeting Law.

Approve agenda: (Smith/LaRose) MOTION to approve the agenda; PASSED by voice.

Election of Subcommittee Officers: Katherine Elchert will be chair, Hollis Helmecci will be vice chair, and Christina Jones will be secretary.

Discussion: Elchert explained why the committee was put together to investigate using lending library loan rules. She explained the difference between the two systems: When using owning library loan rules as we do now, no matter where an item is checked out its loan period and fine are determined by the library that owns it. Using lending library loan rules, no matter whose item is checked out, lending library fines and loan periods will apply. Elchert feels because loan rules are up to individual library boards and it is hard to reach consensus, lending library rules makes checking out easier for patrons because rules and fines would consistent when checking out at any given library. Discussion and questions about both systems followed. Amenson shared feedback that happened when Project WIN was being explored; at that time, IFLS members on the circulation committee felt IFLS would not be willing to switch to lending library rules. Also feels that patrons checking out Eau Claire items should follow same rules Eau Claire patrons do. Sterk asked if the switch would change the way patrons use and view the catalog; Welch explained it would not. Welch brought up the point that we would need to think about labels and stickers indicating loan periods, etc. Coleman expressed concern about the financial impact on libraries, especially when neighboring libraries reduce or eliminate fines and also those libraries without fines being able to collect fines; this concern was shared with several other libraries. Dixon proposed adding something to MORE policy to include consideration of neighboring libraries; it was concluded that this should be taken up at RSCD Committee rather than this subcommittee. After general discussion, the committee focused on pros and cons of using lending library loan rules:

Cons:

- Confusion about differing loan rules isn't really an issue at some libraries
- Financial implications relating to Act 150 reimbursement, particularly in Eau Claire County where there is cross municipal reimbursement (Especially if one library goes fine free)
- Circulation implications for neighboring libraries if some were to go fine free (would possibly lower circulation of library with fines)
- Loan rule outliers could cause issues (for example, 3 week DVD check outs could possibly slow down circulation of high hold items)

- How would billing work? We would need to look into this to make sure that billing would stay the same; done by owning library
- Takes away personal responsibility of returning things before overdue (if fines are not collected or lower at some libraries)
- Loss of control over libraries' items
- Would be impacted by days libraries are open – something to look into

Pros:

- Patron friendly, customer service oriented
- Simplifies things for staff; less to explain
- Good PR
- Might lead to more standardizing of loan rules (so libraries don't have to "compete")
- Opportunity to promote consortium

Next steps: The committee would like to investigate other systems who use lending library rules, particularly those who have switched from owning library to lending library, if possible. The committee also plans to look for research on libraries going fine free; evidence of how much patrons are motivated by fines. We'd like to know how standardized loan rules are in other systems who use lending library loan rules and if that was something that changed, how other systems deal with stickers and labels indicating loan periods, how they deal with overdue notices and bills, and any surprises that came up if/when they switched from owning to lending or vice versa.

Elchert will send out a message to other systems seeking this information; Krejci will send an email to the IUG list. Elchert will send out the minutes of the meeting to all libraries in MORE to get additional feedback for pros/cons, and at the next meeting the committee will develop a survey for MORE libraries.

Next meeting will tentatively be held June 21 at 1:30 pm.

Adjourn: (Sterk/Smith) MOTION to adjourn at 3:10 pm; PASSED by voice.

MORE Loan Rules Committee
Tuesday, June 21, 2016
1:30 pm

Indianhead Federated Library System, Eau Claire

Attending: Katherine Elchert (RL), Hollis Helmecci (LA), Christina Jones (AL), Leslie LaRose (AU), Laura Amenson (EC), Maureen LeVesque (NR), Amanda Brandt (HU), Kathy Setter (IFLS), Bridget Krejci (IFLS), Sue Queiser (BA)

Call to Order: The meeting was called to order at 1:30 pm. Quorum was established and the meeting was properly noticed under the Wisconsin Open Meeting Law.

Approve agenda: (Helmecci/Elchert) MOTION to approve minutes as amended to add approval of last meeting's minutes; PASSED by voice.

Approval of minutes: (Amenson/Helmecci) MOTION to approve minutes; PASSED by voice.

Presentation of survey data: Elchert shared information and feedback from MORE libraries and also from other systems that use lending library rules and/or have made the switch from owning to lending. In addition to the information to the packet presented by Elchert, Menomonie had also expressed that they would be in favor of switching to lending. Based on the feedback received through email, in MORE libraries are sort of split on owning and lending, but leaning toward lending. Most other systems surveyed seem to use lending rules.

Discussion

Lending vs owning circulation rules feedback

Elchert asked how this would impact fines, as that seems to be a big concern. Other systems did not report issues with this. Setter mentioned that bills would apply to lending library rules too, so processing fees would go away if it was a library who didn't have them, and be added if it was a library who does have them. Queiser mentioned that she is concerned with library "shopping" and that Barron patrons will go to Rice Lake because they have no fines on children's materials. Helmecci mentioned that MORE also needs to look at how this would impact collections (as in collection agencies). Several people expressed different views about teaching reasonability through fines; it was suggested that this is a good reason to use lending rules so libraries can express their own philosophies. Setter explained that making this switch is not simple and would take about six months. She would have to redo the loan rule table; this is a process she would like to do anyway but it would move it up in priority.

Change to Local Holds

Amenson explained that Eau Claire would be willing to switch to lending library rules if the change was made to local holds because then Eau Claire patrons get the opportunity to check out Eau Claire items first; materials are city assets and she does not think other patrons should have different consequences than their customers. With Local Holds along with lending library rules, their loan rules would apply to their own patrons more. Also said that Lucky Day collections support the idea of switching because with items staying at one library they get much more circ. LeVesque asked about people being able to see where they are on the holds list, which would not be an option. It was remarked that local holds was voted on about a year ago with a committee to explore, and Directors Council did not pass the change. Because a committee has already looked into this issue and all the pros and cons, it was decided that before decision is brought to Director's Council, we will ask them to review the Local Holds report from the committee; it can be explained that they are two separate issues that can be passed separately but may work well together. Elchert will send information from

Loan Rules Committee and Local Holds to the Executive Committee, and it will be presented to Directors Council at the September meeting.

Adjourn: (LaRose/Jones) MOTION to adjourn at 2:41 p.m.; PASSED by voice.

Loan rules survey responses from other library systems:

Consortium name	WRLS (Winding Rivers Library System)
Headquarters / main site	La Crosse Public Library
Consortium's geographic area	7 counties in Western WI
Number of libraries within system	Around 30
Do they use owning or lending circulation rules?	Lending circulation rules
When / did they switch from owning to lending?	<p>The shared consortium (called WRLSWEB) in WRLS is fairly young, starting in 1999. In the beginning, it operated using owning library lending rules. I think in the beginning of our ILS consortium, people still felt territorial about "their" items and wanted them loaned using their library's rules. What we found after a couple of years is that it created ill will among patrons because they would have different loan periods, fines and grace periods in one stack of books checked out. Patrons didn't care where the items came from or how long items circled the next town over, they just wanted easily understandable and consistent loan rules for their transaction.</p> <p>So we switched a few years ago and it seems to have been a pretty seamless transition.</p>
Pros	<p>I believe patrons are happier (I know I am!) and it's easier for circ staff who don't have to deal with patron confusion and/or complaints.</p> <p>I should be clear as well that we have not standardized many loan rules in our consortium. If every library had the same loan periods, fines, grace periods, etc., it would likely be less of an issue.</p>
Cons	I haven't heard any cons and I'm sure many of our directors don't even know or remember the consortium operating any other way.
Any info on fines?	

Consortium name	NFLS Nicolet Federated Library System
Headquarters / main site	Green Bay WI
Consortium's geographic area	8 Northeast Wisconsin counties: Brown, Door, Florence, Kewaunee, Marinette, Menominee, Oconto and Shawano.
Number of libraries within system	42 libraries (15 independent libraries & 27 branch locations)
Do they use owning or lending circulation rules?	Lending circulation rules
When / did they switch from owning to lending?	We have used this system the whole 7 years I have worked for the Nicolet Fed. Library System.
Pros?	
Cons?	
Any info on fines?	

Consortium name	SCLS (South Central Library System)
Headquarters / main site	Madison WI
Consortium's geographic area	7 counties located in south central WI
Number of libraries within system	Around 50
Do they use owning or lending circulation rules?	The LINK library consortium within SCLS (shared patron and item databases, LINKcat PAC) bases the circulation rules on the Check Out library's rules.
When / did they switch from owning to lending?	It has been that way since the consortium started, I believe
Pros?	Circulation rules based on check out location rules help ensure a consistent experience at the point of checkout. We have also standardized loan period and hold policies for all item types which also helps to provide more consistency.
Cons?	
Any info on fines?	

Consortium name	OWLS (Outagamie Waupaca Library System)
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Headquarters / main site	Appleton WI
Consortium's geographic area	Waupaca & Outagamie counties
Number of libraries within system	17 member libraries
Do they use owning or lending circulation rules?	OWLS uses lending library circulation rules.
When / did they switch from owning to lending?	As far back as I can remember, we have used lending library rules.
Pros?	<p>Since fines vary within our system, for us, it makes sense to have the lending library rules apply when an item is checked out. I think this method is less confusing and consistent for patrons. They will know that their home library rules apply on any item checkout at their library.</p> <p>Staff also benefit from this set-up, especially if they have to explain fines to a patron or troubleshoot problems with fines.</p> <p>Additionally, if the loan periods vary from library to library, staff and patrons would have a difficult time anticipating their needs in relation to a variety of loan periods, fines, etc.</p>
Cons?	
Any info on fines?	<p>The fines vary so we have set-up many, many different loan rules to accommodate all of our libraries and their fine structures. This can be a bit time consuming to manage. When libraries are considering changing their fines, we do encourage them to look at and consider the fine structures at nearby libraries. From a system standpoint, the less loan rules...the better. A smaller number of loan rules are easier to manage. That is probably overstating the obvious. :) We do have three libraries in our system that are fine-free on specific material types. There is a fine-free loan rule in place to accommodate them.</p>

Consortium name	NFLS Nicolet Federated Library System
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Headquarters / main site	Green Bay WI
Consortium's geographic area	8 Northeast Wisconsin counties: Brown, Door, Florence, Kewaunee, Marinette, Menominee, Oconto and Shawano.
Number of libraries within system	42 libraries (15 independent libraries & 27 branch locations)
Do they use owning or lending circulation rules?	Lending circulation rules
When / did they switch from owning to lending?	We have used this system the whole 7 years I have worked for the Nicolet Fed. Library System.
Pros?	
Cons?	
Any info on fines?	

Consortium name	TNRD Thompson Nicola Regional District
Headquarters / main site	Canada!
Consortium's geographic area	Canada!
Number of libraries within system	Around 15 (one bookmobile!)
Do they use owning or lending circulation rules?	Lending circulation rules
When / did they switch from owning to lending?	We just changed a couple of weeks ago. We noticed that patrons in our small communities were collecting fines on days that their home lending library was closed (because fines were being generated on the owning large library being open 7 days per week) instead of a small library open only for 4 days per week.
Pros?	We've not seen any problems with the change to date.
Cons?	
Any info on fines?	

Consortium name	Winnefox Library System
Headquarters / main site	Oshkosh WI

Consortium's geographic area	5 counties located in central WI
Number of libraries within system	30 member libraries
Do they use owning or lending circulation rules?	Winnefox uses lending library rules and I believe always have.
When / did they switch from owning to lending?	Winnefox uses lending library rules and I believe always have.
Pros?	<p>I think [lending circ rules are] least confusing for the user. Say I check out three biographies at the same time: one from my home library and two that came from two different libraries. Or I'm picking up multiple copies of something for a book group. If you use owning library rules you could have each copy due at a different time. To my mind it makes more sense to have the lending library's rules control.</p> <p>Using the lending library's rules is also easier for staff. They're not forever explaining why <u>this</u> copy of <i>Angela's Ashes</i> checks out for 3 weeks, while I could have the copy I checked out six months ago for 4 weeks. Or why I'm getting charged 5 cents fine for this book and 10 cents for that one.</p>
Cons?	So, all pros and no cons in my view.
Any info on fines?	Regarding fines, in Winnefox fines collected stay with the library that receives the money. We don't ship small amounts of cash around the system. The general feeling is that it all evens out. And again, it's easier for the user because everything they have gets charged at the same rate. Payments for lost or damaged items is different; those are sent to the owning library.

Consortium name	MCFLS (Milwaukee County Federated Library System)
Headquarters / main site	Milwaukee WI

Consortium's geographic area	Milwaukee County
Number of libraries within system	15 member libraries + 14 Milwaukee Public Library branches
Do they use owning or lending circulation rules?	Owning circulation rules
When / did they switch from owning to lending?	<p>We here at Milwaukee County went over this last year in the fall. We brought the idea to our member libraries to change from owning library to lending library.</p> <p>Our directors were less keen on the idea, and wanted to keep control over their items wherever they were. There was some concern that patrons would go library shopping, driving to the library that has the "best" policies for their situation.</p>
Pros?	The idea was that we have such a weird assortment of 3-day, 7-day, and 3-week, no renewal or two renewal, \$0.10 fine to \$1 fine, that a patron checking out held items and items off the shelf at a library could have four dvds with four different sets of rules. I liked the idea of giving the patron checking out a consistent set of rules for their material.
Cons?	<p>There was some concern that patrons would go library shopping, driving to the library that has the "best" policies for their situation. Patrons do that now, too, trying to get DVDs from only a certain library.</p> <p>Looking back at the minutes from the meeting, there were concerns about loan period labels stuck on items causing confusion.</p> <p>A director thought patrons liked the variety of rules.</p>
Any info on fines?	

Consortium name	Minuteman Library Network
Headquarters / main site	
Consortium's geographic	Metrowest region of Massachusetts

area	
Number of libraries within system	Our Network is quite diverse - small medium and large public libraries (36) and 7 small college libraries. The libraries were used to being quite independent - with differing loan periods, differing fine rates, etc.
Do they use owning or lending circulation rules?	Lending circulation rules
When / did they switch from owning to lending?	Minuteman Library Network migrated to Innovative Interfaces (Millennium) in June 2003 (from DRA). As part of our development, we were a development partner with Innovative to provide the functionality of Loan Rule chosen by Transaction Location (instead of by Owning library). This was not new functionality for our libraries - it is how they operated under CLSI and then under DRA - their 2 prior automated systems.
Pros?	Our libraries do a huge amount of resource sharing. They did not want a patron to pick up items from 3 different libraries at one circulation desk and have them check out by the rules of 3 different libraries (say a 2 week loan period, a 3 week loan period and a 4 week loan period.)
Cons?	I suppose the idea which was new - namely the fine rate from the Loan Rule of the Check Out location, instead of the fine rate from the Check In location was a bit confusing at first but never a real problem. It can be confusing for staff and patrons at times to have so much variety. If we had stayed with the Owning library loan rules, I think we would have had to make our members be more similar, more uniform in their policies.
Any extra info?	Here are 2 Sierra manual sections to consider Sierra Guide > Using Circulation > Checking Out Items > How Sierra Determines the Loan Rule by Checkout Location Sierra Guide > Using Circulation > Managing Holds > Optional Holds Functionality Holdshelf Loan Rule Set by Pickup Location

Consortium name	Chester County Library System
Headquarters / main site	Exton, PA

Consortium's geographic area	Chester County PA (Eastern PA)
Number of libraries within system	16 member libraries
Do they use owning or lending circulation rules?	Lending circulation rules
When / did they switch from owning to lending?	<p>About 18 months ago, we switched from owning to lending library loan rules.</p> <p>The reason behind the change was some of our 18 libraries purchased Express Lane and wanted to add a rental charge for certain I Types during checkout. The problem was that, as a system, we do not charge a standard rental fee for certain I Types (DVD, video games, rental books, etc). If we stayed the same, the rental fees would be confusing to both staff and patrons because they would be checking out a DVD and being charged different prices just because the items came from different libraries.</p>
Pros?	<p>But, it did fix one of the issues some of our libraries were having: time on the hold shelf. All of our loan rules have a seven day time frame. There were always inconsistencies when an item that belong to a library that was open 7 days a week was checked in at a library that was closed one or two days a week.</p> <p>Our patrons did not notice any change when we switched from lending to owning library. They did notice a change when we started adding a charge for rental items. But they would have only noticed that if they were using Express Lane at those libraries that offer that service.</p>
Cons?	<p>The more difficult part was creating the new loan rules and making changes to the loan rule determiner table. For the most part, if you are checking out a children's book, it goes out for 21 days, no matter who owns it or where it is checked out. The exasperating part was working on the loan rules and determiner table to get exactly right what each of the 18 libraries what to charge for about 7-10 different I Types. I think I put earphones in one day and wrote everything out on paper and then entered it in just to make sure everything was covered.</p>
Any info on fines?	

Consortium name	MWFLS Mid-Wisconsin Federated Library System
Headquarters / main site	
Consortium's geographic	Dodge and Washington Counties

area	
Number of libraries within system	18 Libraries
Do they use owning or lending circulation rules?	After several months of discussion, the group proposed a uniform loan policy for all member libraries.
When / did they switch from owning to lending?	Back in 2006, MWFLS created a committee to study these issues prior to creating a system-wide consortium.
Pros?	We had several people who used many libraries simultaneously who were always confused about loan periods, when items were due, and why certain AV items loaned for different times. I am attaching the Trio Circulation Policy that is in effect right now. The issue of "local control" came up, but the issue became ease of use for the patrons. Regardless of library, each type of item circulated the same amount of time. This was a consortium decision so if you wanted to be a member of the consortium, your library agreed to common loan periods.
Cons?	We have run into two libraries that absolutely refuse to consider making adjustments because this is a "local control" issue. While we tend to see this as a consortium issue that does not really impact local control, to get over this point and more forward, the group has decided to "grandfather" in all current loan periods but wants to see that any changes made in the future be uniform across the system.
Any info on fines?	This is not the case with fines, any loan limits or purchase policies. Each library still has control over those topics.

Consortium name	Cook Memorial Public Library District
Headquarters / main site	Libertyville, IL
Consortium's geographic area	Northern Lake County, Illinois

Number of libraries within system	2 Libraries
Do they use owning or lending circulation rules?	Lending circulation rules
When / did they switch from owning to lending?	<p>Yes, we had Innovative make this change [from owning to lending circ rules] for us in Feb, 2015 (still running Millennium).</p> <p>The effect of the change was small for us. Our software runs just for our library district – two buildings and a bookmobile. [FYI, we are a public library with about 266,000 items, but I don’t think item count has any bearing.] Further, it only affected a few item type/patron type combinations.</p> <p>We made the change because some of our bookmobile items have different loan periods than those from the two buildings, which meant (before the change) a patron might have different Due Dates for the same type of item depending on where the item came from. For example, a Bookmobile DVD might check out for 2 weeks but one from a brick and mortar library might check out for 1 week, regardless of where the checkout occurred. Now, that mixed combination of items would have the same Due Date (2 weeks hence, if done on the Bookmobile and 1 week elsewhere).</p> <p>As I recall, the change didn’t take very long and was done while we were open (late afternoon/early evening?). Since it’s just a setting, only future checkouts are affected so there was no big “conversion.”</p>
Pros?	It all went very smoothly and, because of the relatively small impact, I never heard any interim staff issues or received reports of patron comments, positive or negative.
Cons?	It all went very smoothly and, because of the relatively small impact, I never heard any interim staff issues or received reports of patron comments, positive or negative.
Any info on fines?	

MORE Loan Rules subcommittee email responses from within MORE:

MORE Public Library	What do you prefer: Lending, Owning or Other?	Additional thoughts to share?
Calhoun Memorial Library (Chetek)	Lending	<p>- I like the idea of using check out library rule and due dates. Example...Chetek will be closed on Saturday, July 2 as well as Monday, July 4. We have spent 2 Saturdays trying to catch and change due dates so what we were checking would not be due on a day we are closed.</p> <p>- If our borrowing system is to be easy and appear seamless to the customer we should not have to be warning them of lots of potential issues.</p> <p>- The one exception would be new items and 2 week check out. We don't use new/2week but most locations do. 2 week could remain 2 week for new items.</p>
Centuria Public Library	Other	<p>- I would prefer that all of us use the same rules.</p> <p>- I think it is very confusing to patrons that some libraries charge \$.10 per day for movies and some have stuck to \$1.00 per day for movies - some libraries charge \$.10 for books and some charge \$.25 per day for books. I do not believe it is good to drop having library fines as it does keep more people accountable for getting their things back to the library. And on the side, I am glad some people have large fines as those folks are of no benefit in my library - they, most of the time, are the most irresponsible folks that I have coming in here and it prevents them from taking things out only to ruin them. The fine does not keep them out of my library as they can come in and look at things, it just keeps them from taking it out of my library.</p> <p>- I think we need to look at charging those folks a fee which is applied to their fine to use public use computers. I do that here and they never seem to have a problem coming up with a very small amount to apply to their fines to use a computer.</p>
Somerset Public Library	Lending	<p>- Somerset votes for lending library rules... That way our tri-fold brochure doesn't have to include any exceptions & it is clearly spelled out for people... including STAFF!</p>
L.E. Phillips Memorial Library (Eau Claire)	Neutral	<p>- Eau Claire would be okay with changing to checkout loan rules if we can also change the local holds process.</p>

<p>Amery Area Public Library</p>	<p>Owning</p>	<p>Are you happy with the owning library circulation rules? I am satisfied with the status quo--owning library rules prevail.</p> <p>Or would you be interested in switching to lending? No, I am not interested in switching to lending library rules prevail.</p> <p>Pros of switching to lending library rules prevail I don't really buy the argument that it is confusing to patrons. Might be more convenient for libraries which seem to be in the process of phasing out fines.</p> <p>Cons of switching to lending library rules prevail I think the greatest downside to switching involves differences in loan periods. If the library board here wants DVDs to circulate for 1 week, that decision should hold true regardless of where someone checks out those DVDs. A neighboring library has a 3-week checkout policy for DVDs; under lending library rules prevail, any DVD checked out from that library will be gone for 3 weeks. This will circumvent the library board's decision, and will lead to longer wait times for popular DVDs.</p>
<p>Ogema Public Library</p>	<p>Lending</p>	<p>- I am VERY pro on Lending Library Circ Rules for circulation for all the reasons below! Coming from WVLS and part of the beginnings of VCAT there, this was a no-brainer, to my memory of the formation discussion. Patron service is the name of the game even more so now, and considering that patrons pretty much, through their tax dollars, are supporting the library already, we need to rethink our strategies for monetary support. Verbal reminders of when they are due at the time of checkout are greatly appreciated rather than punitive fines, along with ELF, which I pretty much walk them through at the time of card sign-up help get things back in a timely manner.</p> <p>The Lending Library Circ Rules just make sense. It is what goes out YOUR door in patron's hand that you get reimbursement for in ACT 150. It's confusing as to who's label is on it that we need more labels stuck stating overdue fees. And people can download movies now on everything. Life is busy enough. Let's make us an easy to access and understand library. Put more I-types on for shorter loan periods for new releases if you think fine issue won't bring em home on time.</p> <p>- The rural library patrons are probably not earning the wages that city libraries' patrons earn as well who tend to charge more. As far as not being open as many days, this little library back dates to last "full" open day - not charging for Sat. open for 2 hours kinda thing, with items found in the drop box on Tues.</p> <p>- Patron friendly, customer service oriented Simplifies things for staff; less to explain Good PR Might lead to more standardizing of loan rules (so libraries don't have to "compete") Opportunity to promote consortium</p>

Local Holds vs Priority Paging

A report to the MORE Director's Council from the MORE Holds-Filling Committee

March 2015

Committee Members:

The committee was made up of nine members: Martha Spangler, Altoona Public Library; Ginny Julson, Boyceville Public Library; Paula Stanton, Cadott Public Library; Renee Ponzio, L.E. Phillips (Eau Claire); Joleen Sterk, Menomonie Public Library; Kim Hennings, Friday Memorial Library (New Richmond); Ellen Rosenow, Osceola Public Library; Rebecca Smith, Phillips Public Library; and Katherine Elchert, Rice Lake Public Library.

The Recommendation:

After two meetings, and much deliberation, the MORE Holds-Filling Committee (hereafter referred to as the committee) voted to recommend that MORE continue to fill system holds using priority paging. The vote was split, 5 (Boyceville, Cadott, New Richmond, Osceola, and Phillips) to 4 (Altoona, Eau Claire, Menomonie, and Rice Lake).

Due to the closeness of the vote, we unanimously decided that all of the collected data should be shared with MORE library directors so that they might come to their own conclusions.

The Options:

How to fill MORE holds is a topic that has been discussed before by the MORE Director's Council. The following is taken from a document prepared by MORE staff the last time this topic was discussed.

The Current MORE Method

The current holds configuration is called "Title Priority Paging." According to Innovative Interface's documentation:

"Title Priority Paging, or Priority Paging, is Innovative's standard holds set-up. It is designed to meet the needs of multi-branch or multi-department libraries that share materials...Priority Paging applies to holds placed in Millennium Circulation and WebPAC. A title level hold generates a search for locations with available items. The order in which each library is paged is determined by the hold pickup location. Material will always page at the pickup location first and then all other libraries in the order designated by that pickup location. Pages not satisfied at one library move on to the next library after an interval specified by the library system. When a paged copy is checked in, it is either placed on the holdshelf or set in-transit to the holdshelf location. At any time during the paging process, an available copy, even if it's not at a paged location, may satisfy the hold upon check-in."

Current MORE settings determine that holds in a hold queue are filled in the order they were placed, regardless of the owning library of the item or the pick-up location of the customer. MORE has used this method since its inception.

Another Method to Consider

Within the current holds configuration, MORE could enable an option called "Give Precedence to Local Holds." According to Innovative Interface's documentation:

"When the Give Precedence to Local Holds option is set, local holds are filled first. A local hold is one for which the pickup location is among the owning library's Locations Served entries. This setting does not affect the selection of the item to fill the hold, but rather the selection of the hold to fill with an available item. It allows a patron with a position lower in the hold queue to take priority over a patron who is in position 1, if the selected pickup location indicates that the later hold was placed by a "local" patron."

In other words, enabling this circulation option gives priority to local holds so holds on a particular library's items placed by that library's customers (those who selected that library as a pick-up location) are filled before holds placed by customers of another library regardless of when each hold was placed. This is a system-wide setting that affects all holds on all materials for all libraries. When viewing a customer's record in either Millennium or the WebPAC, the patron's place in the queue is suppressed.

We can, as MORE, request Innovative to give us another option. They do not have to comply and it could be costly and/or time consuming. Similarly, we can attempt to use existing item designations/locations to impact how holds are filled. MORE recognized this last time Director's Council considered our hold filling method and came up with the following suggestions.

- Filling local holds with in-house items. That is, when an item with holds is checked in at any location, the next hold filled is one whose pick-up location matches check-in location. This is not currently an option.
- Creating an item designation that allows only local holds. While it is possible to have locally circulating (browsing) collections, no one is allowed to place holds on these items.
- Items automatically filling the first local hold. The software **does** allow us to set the new material template to have a status of something like "Browsing" or "New Material". This status would keep holds from being triggered, which would allow new materials to be placed on the shelves for patrons coming in to browse from. When a new item is checked out the first time, the status is automatically changed to "Available" which means that, on check-in, it will be allowed to fill a hold.

The Process:

The committee used four main processes to gather information about MORE's options regarding how holds are filled: answering what we deemed were the questions that would be most commonly asked about both hold methods; obtaining survey data from libraries and library systems regarding their hold filling methods; attempting to simulate real world hold situations using the local holds method so that we could compare it with the priority paging method; and compiling a list of pros and cons for each hold method.

The largest challenge that the committee faced is that due to all of the factors that go into filling holds (whether an item is returned on time, whether it is returned damaged, where an item is returned, how long it spends on the holdshelf, etc.) it is impossible to accurately predict how items will circulate using the local holds method without actually changing to this method and gathering data. We hoped that

survey responses from libraries who had switched from priority paging to local holds would allow us to more accurately predict the impact that a change in method would have on library staff and patrons.

The Data:

Commonly asked questions: At our first meeting we came up with a list of questions/considerations that we thought would allow us to make an informed decision regarding whether or not to change how MORE fills system holds. With the help of MORE staff we answered questions regarding the impact a change would have on courier costs, staff time, patron usage and more. Where appropriate the committee answered questions from the perspective of a large, a medium, and a small MORE library. Please see **Appendix A** for our full list of questions and answers.

Theoretical hold lists: Lori Roholt ran a few theoretical holds list scenarios so that we might see the differences in the order that items would be received by patrons if we switched methods. Keep in mind that these scenarios occur in a perfect world where all patrons pick up their items in a timely manner, return their items on time and no item is returned damaged. At the top of the document you can see how many titles in MORE have multiple holds or where titles fall in high demand. As you can see, the majority of titles in MORE have under 50 holds on them, in fact 57% of titles with holds on them only have one hold in the system. Below that you can see a comparison of how holds would be filled using the two methods. In the middle you'll see the column that specifies which library owns the item, which is of concern if we switch to local holds. Our current method appears on the left, with holds being filled in the order in which they were placed. On the right you'll see the order in which the holds would be filled if we switched to local holds. As you can see, switching methods seems to affect only the top 20 or so holds. Please see **Appendix B** for Lori's examples of theoretical holds lists.

Survey Data: As previously mentioned, there is no concrete way to measure how changing will impact the order in which patrons receive their holds. There are simply too many variables. To combat this fact, MORE staff created a survey about hold methods that we sent out to a few mailing lists and also posted online. The survey responses are divided into two categories; libraries who have changed their hold filling method, and libraries that have not changed their hold filling method. The responses from libraries who have switched methods appear first. Please see **Appendix C** for the survey results.

Pros and Cons: The committee put together a list of pros and cons for each hold filling method. The pros and cons presented in this report come only from members of the committee; they were not taken from any outside sources. Please see **Appendix D, the accompanying spreadsheet**, for our pros and cons document.

Overview:

Some general conclusions were drawn by the committee in the process of gathering our data. It was accepted that item collections would be affected differently, i.e. books vs DVDs, simply because of the nature of these collections and how patrons place holds on these items. Without being able to gather concrete data about what would happen in the MORE consortium if we were using local holds, the only change that could be guaranteed by switching would be that high demand items would be on the

holdshelf for a local patron on the day that they are ready for circulation. Regardless of whether we stay with our current method or switch to local holds, it is important to workflow and patron experience that all MORE libraries follow the rules and recommendations set forth by the consortium, and that they comply with whatever decision is reached by the Director's Council.

The general consensus, among those voting to maintain the current system, appeared to be that changing to local holds would not be a disastrous failure for the system, but rather there simply isn't enough evidence that the gains would justify putting our patrons and staff through the change.

Other Considerations:

Since the primary motivations in deciding whether or not to change to local holds seem to be monetary (we concluded that there would be very little, if any, change in cost to MORE libraries) and getting items into our patrons hands faster, the committee came up with a few practices that MORE may want to investigate in the interest of cutting down the waiting time for items. These include: re-evaluating how long an item should sit on a holdshelf; heavily recommending that libraries fill the 1:5 ratio for items owned to number of local patron holds; suggesting that all new titles in the system have 14 day loan periods (instead of 21); cutting down the number of holds a patron can have on the system at any given time; and making sure all libraries know how to clear their hold shelves and that they are doing so in a timely manner.

Maureen Welch put together reports on how many days a week each library receives courier. Please see **Appendix E, the accompanying word document** for that report.

Maureen Welch also reported that on average items spend more time sitting on holdshelves than they do in transit: this can be determined by viewing title details in Decision Center's Top Titles report.

Appendix A:

1. What impact would “local priority for holds” have on transportation costs for the system? What would be the financial result for member libraries?

At this time, IFLS contracts with WALTCO for courier service within the System area. We are charged a monthly rate for each library based on number of delivery stops plus a fuel surcharge based on cost of fuel for previous month. A difference in volume would not affect that monthly cost or the fuel surcharge. We do pay a Sorting charge as well which is based on number of hours per day that WALTCO sorts. This sorting charge is a set monthly amount for the year. Only if the hours spent sorting was reduced greatly would this cost be affected.

Answered by Maureen Welch

2. What impact would “local priority for holds” have on waiting times for patrons? *See appendix B-Lori’s examples of theoretical holds lists*
3. What are the pros and cons for each method of filling holds for the patron/libraries/system? *See appendix D- Pros and Cons*

Questions 4 and 5 were answered by directors from Eau Claire, Phillips and Boyceville in an attempt to differentiate between libraries of different sizes.

4. What collection development policy (or practices) changes might libraries wish to consider if “local priority for holds” were adopted?
5. How might selection practices change? Would this change result in buying more of what “local” people actually want versus what we think they want?

Answers to questions 4 & 5:

From Eau Claire

4. What collection development policy (or practices) changes might libraries wish to consider if “local priority for holds” were adopted?

- Greater consideration for requests by patrons
- Be prepared to repurchase items that are damaged or billed when still popular
- Purchase more than one copy of a popular item ***When there is local patron demand -AM***
- Weeding may change as well – either more stringent or more lax, depends on results.

5. How might selection practices change? Would this change result in buying more of what “local” people actually want versus what we think they want?

- There will be a smaller budget for the number of items that can be purchased. If it is checking out and people want it, is that such a bad thing?

- Closer watch on best seller lists would be needed, if not already being done – Prepub as well
- More frequent purchase orders; possibly only so much per month spent.
- More global view of purchasing

Libraries may want to consider changes to collection development practice when a title has a long hold list that includes holds for a local patron- AM

Careful consideration should be exercised in purchasing more than one copy of materials that are expensive and popular because of marketing such as Rosetta Stone, Latin American Spanish- AM

From Phillips:

4. What collection development policy (or practices) changes might libraries wish to consider if “local priority for holds” were adopted?

We may need to change our policy to allow for us to buy more than one copy of popular items. The policy would also need to be based more on what patrons want than what we think would make a balanced collection. We would need to be much more on top of replacing lost or damaged new books that still have patron holds on them. We may have to consider spending even less on our non-fiction department, since it circs less than fiction, than we already do. We may also have to increase our AV budget since these materials seem to get long holds lists, which would detract from our book budgets.

5. How might selection practices change? Would this change result in buying more of what “local” people actually want versus what we think they want?

This would result in us buying more of what people *think* they want, but part of our job is to introduce people to authors and titles that they may like that they otherwise would have never found, if we can’t buy these unknown titles how apt would we be to suggest them? Once the items are done filling holds and get back on our shelves the necessity of buying more than one copy up front to fill local holds could have a negative impact on our browsing collection.

From Boyceville

Impact of Local Priority Holds on collection development policy (or practice); selection practice; replacement of lost/damaged/overdue items for *small libraries*

Currently in Boyceville we buy one copy of the new popular books. An exception may be super-hot kids’ books that we are pretty sure are going to come back damaged by the time the holds list is gone, example: Harry Potter books, we may purchase two copies in those cases.

We also only buy one copy of adult audio and visual items. We may buy two copies of the most popular DVD’s for kids again expecting they will probably come back ruined.

I could imagine if we went to Local Priority Holds we would be forced to buy multiple copies of some items because our patrons would have to wait longer for our one copy. We don’t have space for multiple items so when the holds list is gone those items would quickly have to be withdrawn.

When a book is long overdue/lost I don't immediately repurchase it knowing we can get other copies until I'm sure ours is not coming back. Damaged items do get replaced but it would cause even longer wait times for our patrons if they have to wait for our replacement items to get back in the system. This would force us to replace items quicker and possibly ending up with two items that we don't really want.

We also don't buy every popular author out there, we'd never have the budget or space for this. Again our patrons who may want something popular from a series that we don't normally buy would have to wait longer.

6. If the change were implemented, how would it be communicated to the public? Should system-wide talking points be developed for staff to help answer questions as they arise or leave that to individual libraries? *MORE/IFLS would help us develop tools to explain the change to our patrons. It would be similar to how we made them aware to the change when we updated the OPAC*
7. In terms of "local priority for holds", can parameters be set (e.g., only local priority for new items or certain collections) or is it either on or off? *Currently there is no way to set parameters. We would need to choose either local holds or priority paging. MORE can ask Innovative for more options, but it may be costly/timely and they do not have to comply.*
8. What behind-the-scenes ILS work needs to be done and how long would it take to implement? Is it quick like flipping a switch or is there involved work to be done by either III or MORE? Any tech-related costs? *It's as simple as flipping a switch, no cost/no time*
9. Have other federated systems of a similar size made such a transition? Any transition issues? What was the outcome of the change in terms of transportation costs, circ, user satisfaction, etc? *See appendix C- Survey Responses*
10. Would a local priority change impact circulation positively, negatively or have a neutral effect? *The best option we have to answer this question is to look at survey data from libraries that have switched methods. See appendix C- Survey Responses*
11. If the change were made, what are the benchmarks for success – should we try to define those (i.e., reduced transportation costs, reduced waiting times, etc.)? *If we were to change we would like to track the success/failure of the change. We would not recommend changing with the thought that we could always switch back, but we could track the number of holds on high demand items, how fast patrons received items, changes in circulation, time spent in transit and on holdshelves, etc. to see if the change positively or negatively impacted staff and/or patrons.*
12. Would there be an evaluation period or the possibility of reversing course if it wasn't working as planned? *We can always change back, but this would not be ideal for our patrons, so we should go into this thinking that if we change that is our final decision.*
13. Would this supplant the need for Lucky Day collections? *If we do change the necessity of Lucky Day collections may be something that Director's council would want to look into.*

14. If such a change were agreed to, a timeline/implementation date would be needed. *The Director's Council would need to choose an implementation date if MORE decides to move to local holds.*
15. How would this affect frozen holds/freezing items? *It is still possible to freeze holds using the local holds method. However, it would be more difficult for patrons to know if they needed to freeze items since they would not be able to see their spot in the queue.*
16. What proportion of holds would be affected? *Only high demand items would be impacted by changing methods. These items account for 5% of the system holds.*

Appendix B:

Holds-filling summary

January 2015

Snapshot of titles with holds: December 19, 2014

Number of holds	Number of titles	Percentage of all titles with holds
400 or more	2	0.03%
350-399	1	0.02%
300-349	2	0.03%
250-299	11	0.17%
200-249	6	0.09%
150-199	12	0.19%
100-149	20	0.31%
50-99	83	1.30%
11-49	474	7.44%
6-10	480	7.54%
2-5	1,605	25.20%
1	3,672	57.66%
All titles with holds	6,368	

Snapshot of holds: December 22, 2014

All outstanding holds	38,655
Frozen holds	5,259
Holds in queues with 2 or more active holds	30,431

Comparing holds-filling methods

Example 1

b2200248: Book						
The ultimate player's guide to minecraft / Stephen O'Brien.						
Attached items: al, el, nr						
#	Date Placed	Pickup		#	Date Placed	Pickup
1	7/10/2014	al	al	1	7/10/2014	al
2	7/16/2014	al	el	2	7/16/2014	al
3	7/22/2014	cf	nr	4	7/22/2014	nr
4	7/22/2014	nr	al	7	10/6/2014	al
5	7/30/2014	cf	el	3	7/22/2014	cf
6	9/25/2014	ec	nr	5	7/30/2014	cf
7	10/6/2014	al	al	6	9/25/2014	ec
8	10/20/2014	ec	el	8	10/20/2014	ec
9	11/2/2014	pe	nr	9	11/2/2014	pe
10	11/3/2014	rf	al	10	11/3/2014	rf
11	11/13/2014	ec	el	11	11/13/2014	ec
			nr			

Example 2

b22082281: Music CD						
Wild animals / Trampled by Turtles.						
Attached items: al, cf, ec, el, me, nr						
#	Date	Pickup		#	Date	Pickup
1	10/16/2014	ec	al	9	10/24/2014	al
2	10/17/2014	cf	cf	2	10/17/2014	cf
3	10/18/2014	fr	ec	1	10/16/2014	ec
4	10/20/2014	cl	el	3	10/18/2014	fr
5	10/20/2014	ec	me	17	11/26/2014	me
6	10/23/2014	ec	nr	4	10/20/2014	cl
7	10/23/2014	ec	al	5	10/20/2014	ec
8	10/24/2014	ec	cf	6	10/23/2014	ec
9	10/24/2014	al	ec	7	10/23/2014	ec
10	10/24/2014	ec	el	8	10/24/2014	ec
11	11/8/2014	rf	me	10	10/24/2014	ec
12	11/9/2014	rf	nr	11	11/8/2014	rf
13	11/11/2014	ec	al	12	11/9/2014	rf
14	11/15/2014	ec	cf	13	11/11/2014	ec
15	11/17/2014	hu	ec	14	11/15/2014	ec
16	11/18/2014	ec	el	15	11/17/2014	hu
17	11/26/2014	me	me	16	11/18/2014	ec
18	11/29/2014	os	nr	18	11/29/2014	os
19	11/30/2014	em	al	19	11/30/2014	em
20	12/1/2014	rf	cf	20	12/1/2014	rf
21	12/7/2014	rf	ec	21	12/7/2014	rf
			el			
			me			
			nr			

Example 3

b2223196: Book						
Money, master the game : 7 simple steps to financial freedom / Tony Robbins.						
Attached items: ec (3 copies)						
#	Date	Pickup		#	Date	Pickup
1	11/14/2014	cl	ec	5	11/18/2014	ec
2	11/14/2014	al	ec	6	11/18/2014	ec
3	11/14/2014	rf	ec	7	11/18/2014	ec
4	11/16/2014	rf	ec	8	11/18/2014	ec
5	11/18/2014	ec	ec	16	11/22/2014	ec
6	11/18/2014	ec	ec	1	11/14/2014	cl
7	11/18/2014	ec	ec	2	11/14/2014	al
8	11/18/2014	ec	ec	3	11/14/2014	rf
9	11/18/2014	ch	ec	4	11/16/2014	rf
10	11/19/2014	la	ec	9	11/18/2014	ch
11	11/19/2014	wo	ec	10	11/19/2014	la
12	11/21/2014	ba	ec	11	11/19/2014	wo
13	11/21/2014	ba	ec	12	11/21/2014	ba
14	11/21/2014	pr	ec	13	11/21/2014	ba
15	11/21/2014	hu	ec	14	11/21/2014	pr
16	11/22/2014	ec	ec	15	11/21/2014	hu
17	11/23/2014	os	ec	17	11/23/2014	os
18	11/26/2014	cf	ec	18	11/26/2014	cf
19	12/2/2014	al	ec	19	12/2/2014	al
20	12/3/2014	cf	ec	20	12/3/2014	cf
21	12/3/2014	nr	ec	21	12/3/2014	nr
22	12/4/2014	pr	ec	22	12/4/2014	pr
23	12/4/2014	el	ec	23	12/4/2014	el
24	12/4/2014	so	ec	24	12/4/2014	so
25	12/4/2014	os	ec	25	12/4/2014	os
26	12/5/2014	hu	ec	26	12/5/2014	hu
27	12/17/2014	os	ec	27	12/17/2014	os
28	12/20/2014	am	ec	28	12/20/2014	am

Example 4

b2212200x: DVD						
When calls the heart : a telling silence						
Attached items: ec, nr, rf						
#	Date	Pickup		#	Date	Pickup
1	10/7/2014	mi	ec	5	11/2/2014	ec
2	10/9/2014	rf	nr	3	10/16/2014	nr
3	10/16/2014	nr	rf	2	10/9/2014	rf
4	10/27/2014	cm	ec	1	10/7/2014	mi
5	11/2/2014	ec	nr	10	11/14/2014	nr
6	11/5/2014	ph	rf	4	10/27/2014	cm
7	11/11/2014	al	ec	6	11/5/2014	ph
8	11/12/2014	os	nr	7	11/11/2014	al
9	11/14/2014	og	rf	8	11/12/2014	os
10	11/14/2014	nr	ec	9	11/14/2014	og
11	11/15/2014	al	nr	11	11/15/2014	al
12	11/19/2014	ew	rf	12	11/19/2014	ew
13	11/20/2014	me	ec	13	11/20/2014	me
14	11/29/2014	el	nr	14	11/29/2014	el
15	12/1/2014	bo	rf	15	12/1/2014	bo
16	12/8/2014	bo	ec	16	12/8/2014	bo
17	12/17/2014	el	nr	17	12/17/2014	el
			rf			

Appendix C:

Holds filling survey responses- Made a switch

2015

Consortium name	ESLS
Headquarters or main site	Sheboygan
Consortium's geographic area	Sheboygan and Ozaukee Counties; SE WI
Number of locations	15
How are holds on high-demand titles filled?	first in/out in theory. However, many of the libraries avoid this by setting up browsing collections on which holds cannot be placed, rental collections, no-fee rental collections, etc. It's a mess.
What other method(s)	Used to be purely first in/out

has your system used?	
Describe anything notable about the transition(s).	AS budgets tightened, we saw the rise of the work-arounds.
Are you satisfied with the change to your current method? Why or why not?	no. We still have too much transit time and cost and inequities in delivery.

Consortium name	Indianhead
Headquarters or main site	IFLS
Consortium's geographic area	20 counties
Number of locations	50
How are holds on high-demand titles filled?	currently first come, first serve
What other method(s) has your system used?	had it at one time before joining current group that first serve local holds then others.
Describe anything notable about the transition(s).	
Are you satisfied with the change to your current method? Why or why not?	The holds list can be long and not always do patrons still want the holds so books are sitting on holds shelves not being picked up. It is a patience game.

Consortium name	trio
Headquarters or main site	Mid-Wisconsin Federated Library System
Consortium's geographic area	Central-ish/Southeast-ish; Dodge, Jefferson, Washington Counties
Number of locations	26 public libraries
How are holds on high-demand titles filled?	Holds are filled locally first. We are at Waupun. So, if we own a title at Waupun, Waupun patrons will get it first. Waupun holds are priority at any point in the holds process, so when a Waupun patron puts a hold on it, it will come back to Waupun once it is checked in to fill that patron's hold, even if that patron is not technically the next person in the list. If we don't own a title, our patron can be passed up for a long time until the demand is off. This method encourages libraries to buy titles so their patrons can get them in a timely manner. It also ensures locally-purchased resources are used locally prior to going elsewhere (as long as a hold is placed).
What other method(s) has your system	Straight queue. First come, first served. This was pre-2007, when we were in a smaller group of libraries (10 total that were in a consortium). Other libraries in

used?	MWFLS may have done things differently, because there were 3 different consortiums at that time. This didn't always make sense, because one library might be sending a copy to us, and we might be sending our copy to them (possibly at the same time), it just depended upon who checked it in first and who was technically on the holds list first.
Describe anything notable about the transition(s).	We stopped the capability of patrons viewing their number in the holds list. Several patrons did not like this, but the number is often not an accurate representation of where they *really* are on the list. They could be #96, but #1 on the local copy. Or, if our library didn't own it, they could be #1 in the queue, but really much farther down on the list/when they actually would get the item.
Are you satisfied with the change to your current method? Why or why not?	Overall we are pleased with the current method. We enjoy that our patrons get our items first, and the patrons are pleased with this as well. We've only had a few instances where we didn't own something, and didn't plan, or didn't have the means, to buy it, and patrons had to wait a long time.

Consortium name	Milwaukee County Federated Library System
Headquarters or main site	
Consortium's geographic area	Milwaukee County
Number of locations	28
How are holds on high-demand titles filled?	Franklin Public Library's items with waiting lists will first go to Franklin patrons, then if no Franklin patron is waiting, it goes to the next person in line no matter what library.
What other method(s) has your system used?	Holds were filled by date placed with no regard to owning library.
Describe anything notable about the transition(s).	It cuts down on transit time because Franklin items stay at Franklin until there are no more Franklin patrons waiting for them. Before a Franklin person could be waiting, but the item would go in the delivery to another library.
Are you satisfied with the change to your current method? Why or why not?	Love it. This way, Franklin residents have first dibs at the items their library has purchased.

Consortium name	Milwaukee County Federated Library System
Headquarters or main site	
Consortium's geographic area	Milwaukee County
Number of locations	28
How are holds on high-demand titles filled?	First priority is given to a match between owning location and hold pickup location. After that criteria has been met, libraries within the City of Milwaukee's materials go to fill holds where the pickup location is a City of Milwaukee branch and suburban libraries' materials go to fill the next chronological hold, regardless of pickup location. Certain branches of the City of Milwaukee libraries do not fill holds with their media collections.
What other method(s) has your system	The match based on pickup location and ownership has been in place for many years, but the second step was changed several years ago. Prior to our current

used?	system, a geographically-based holds filling system was used -- so libraries in the southern portion of the county tended to fill nearby libraries' holds.
Describe anything notable about the transition(s).	Since the transition was made, holds being filled by suburban libraries have fallen off considerably.
Are you satisfied with the change to your current method? Why or why not?	

Consortium name	Minuteman Library Network
Headquarters or main site	Minuteman
Consortium's geographic area	Around (but not including) Boston) MA
Number of locations	62
How are holds on high-demand titles filled?	We give precedence to Local Holds. We use the Agency Holds to associate Main libraries with their branches
What other method(s) has your system used?	Until Agency Holds became available we used Local Holds priority.
Describe anything notable about the transition(s).	The transition was smooth
Are you satisfied with the change to your current method? Why or why not?	We are satisfied. Our libraries with branches wanted to treat the related branches at a higher priority than other Main libraries.

Consortium name	Library Connection, Inc.
Headquarters or main site	Windsor, CT
Consortium's geographic area	1 academic and 29 publics in central Connecticut
Number of locations	40 (ten branches)
How are holds on high-demand titles filled?	We allow Sierra to trap the next available item. If the library at which an item is returned has a hold on the title for pick up at that library, that local hold takes precedence over all holds for pick up at other locations. Our main beefs are 1) if a copy that could fill the hold is on the shelf at the pickup library or a branch of the pickup library, the hold will be filled by a copy returned elsewhere if the return is checked in before the pickup library staff can run pull their on shelf holds, and 2) if a copy is due to be returned within a day at the pickup library, the hold will still be trapped by a copy returned at another location. We are

	urging Innovative in the strongest possible terms to program in a switch that each library can activate to suspend the triggering of holds being filled for 1 or n days to address this issue. They are resisting on the grounds the code for this would touch many things and it is not a quick fix. Pressure from other consortia would help.
What other method(s) has your system used?	We just migrated from Symphony. After years of struggle we had SirsiDynix program Symphony for us so that if the pick up library owned a copy of an item, a holds for pick up at that library could only be filled by the copies it owned. We recognize that the Sierra way of looking at the consortia as a whole and filling holds with the first available copy is clearly superior customer service. We just want the adjustments described above.
Describe anything notable about the transition(s).	It was a shock to patrons and library staff and initially resulted in huge increases in interlibrary materials traffic and lots of patron complaints ("the item I want is on the shelf here, why do I have to wait for it to be sent from across the state?"). Now that patrons have figured out how the system works and understand most of their holds are being filled faster (because they are not waiting for a local copy to be returned), they love it. We just want the system to wait for available local copies to be pulled to fill holds.
Are you satisfied with the change to your current method? Why or why not?	In general yes. However, we do want local copies to fill holds if they are on the shelf (and perhaps if they are due tomorrow) instead of being preempted by a copy returned at some other library.

Consortium name	Libraries Online (LION)
Headquarters or main site	www.lioninc.org
Consortium's geographic area	south central CT
Number of locations	36
How are holds on high-demand titles filled?	We recently purchased the Agency Holds function, so if an item is checked in it will first satisfy the first hold which has the pickup location in the same agency. If there is no hold in the same agency it will satisfy the first hold in the queue.
What other method(s) has your system used?	Before we got agency holds it worked the same, except the item first satisfied a hold with the same pickup location (exact) -- not so good for libraries with branches
Describe anything notable about the transition(s).	no problems
Are you satisfied with the change to your current method? Why or why not?	yes -- it makes libraries with branches happy

Consortium name	Marmot Library Network
Headquarters or main	marmot.org

site	
Consortium's geographic area	Colorado ~12 counties
Number of locations	96
How are holds on high-demand titles filled?	<p>Marmot tried to implement the "Agency Holds" Millennium product in 2012, but it "didn't work". This product is probably still installed (but never paid for), and I recently asked Ill to make it work. Now we think it failed first time around because PAT AGENCY data in patron records and AGENCY data in item records were neglected and badly misunderstood.*</p> <p>Now that PAT AGENCY is correctly populated, and after AGENCY gets correctly populated, and whatever else needs fixed, we look forward to it working as follows:</p> <p>When an item is checked in, scan the hold queue (of title- and item-level holds sorted together chronologically first-come-first-served), and pick a winning patron in this priority order:</p> <ol style="list-style-type: none"> 1) First patron who selected this location (where item was checked in) as the pickup location. Item goes to this location's hold shelf. 2) First patron whose PAT AGENCY matches the AGENCY of the item. Item goes in transit to another branch in the owning agency. 3) First patron from anywhere else. Item goes in transit to anywhere else. <p>Our situation is complicated by a connection to a regional INN-Reach system. We still don't know whether item-level holds placed by INN-Reach get priority 0 or 4 in the sequence above. Who does?</p> <p>This should minimize courier traffic, and maximize a politically acceptable policy of favoring each district's patrons with items owned by their own district, while supporting a broader goal of resource sharing.</p>
What other method(s) has your system used?	<p>Before 2012: Agency Holds was not installed, and title-level holds were filled first-come-first-served.</p> <p>2012-present: Agency Holds was "broken".</p> <p>2015-future: Agency Holds will work as designed!</p>
Describe anything notable about the transition(s).	<p>In 2012, Ill dropped this product off the shelf onto our system. We and/or Ill failed to care for its implementation.</p> <p>Who knows why Marmot's original AGENCY table was set up with every site or location as an "agency". Something was lost in translation from CARL to Millennium in 2000, or folks who remembered that "agency=building" in Geac/CLSI days, or nobody foresaw it might matter. Ugh.</p>
Are you satisfied with the change to your current method? Why or why not?	We'll see.

Consortium name	Northern Waters
Headquarters or main site	Ashland hdqs., Superior largest lib.
Consortium's geographic area	Northwest WI
Number of locations	29
How are holds on high-demand titles filled?	Local holds are filled first. Then items are sent to the next hold on the list in the system. I *think* NWLS tried system holds at first (it was before my time) but moved to this setup. Items spent less time in delivery and holds were satisfied faster. We use Sierra as our ILS. Patrons don't really complain about not knowing their actual queue position, (when they will actually get the item isn't guaranteed with either setup anyway). If they want to know their queue position, we look it up in Sierra for them.
What other method(s) has your system used?	
Describe anything notable about the transition(s).	
Are you satisfied with the change to your current method? Why or why not?	We're generally satisfied with how local holds are filled in NWLS. I worked in a system in another state that had system-wide holds filled first. It was probably more fair, but Items spent a long time in delivery so everybody ended up waiting longer for their items unfortunately. Also, I think local holds filled first does encourage more libraries to buy their own copies. At least, that's what I've noticed in NWLS.

Consortium name	Merlin
Headquarters or main site	Ashland, WI
Consortium's geographic area	8 counties
Number of locations	28
How are holds on high-demand titles filled?	Regardless of demand, if a local library owns a copy and their patron placed a hold on the item, the home library copy will be prioritized.
What other method(s) has your system used?	When we first started our consortium, patrons would place requests which would be converted to holds placed by the libraries in the system. All holds were placed as first-come-first-served even though it was the desire of consortium members to have local priority. About 2006/2007 we moved to automatic patron placed holds with local library priority.
Describe anything notable about the transition(s).	It seemed harder for library staff to understand the change than for patrons to adapt to losing their visibility in the holds queue.
Are you satisfied with the change to your current method? Why or why not?	Librarians and patrons seem satisfied. Patron are empowered and like the idea of having their local library's copy.

Consortium name	Helsinki Metropolitan Area Library System (HelMet)
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Headquarters or main site	n/a
Consortium's geographic area	Helsinki City Library + 3 neighbouring city libraries in Finland
Number of locations	60+
How are holds on high-demand titles filled?	Chronologically (first come, first served).
What other method(s) has your system used?	In our old system (GeacPlus) holds were mainly filled locally and items were requested from other locations only when local items didn't exist. When we implemented Millennium (2003) we started to fill all holds chronologically, except we had the "give precedence to local holds" option turned on. We turned it on because it was the only way to get acceptance to the shared hold queue. However, due to problems our libraries wanted to turn the option off pretty soon after the implementation.
Describe anything notable about the transition(s).	"Give precedence to local holds" option caused following problems: 1) Patron's didn't know their place in the hold queue. 2) We allow patron's to select the pick-up location and many of them selected e.g. the music library located in downtown Helsinki. At that time there were only CD's, sheet music and music books. Patrons who selected music library as a pickup location were in many cases stuck in the queue because patrons using other pickup location (who owned the books) get precedence. Also small libraries with fewer copies found it unfair. To use the option successfully you should probably have "equal" collections/locations and no special locations.
Are you satisfied with the change to your current method? Why or why not?	Our hold queue has proceeded chronologically ca. 10 years and we are not planning any changes to that.

Consortium name	Lake Agassiz Regional Library
Headquarters or main site	Moorhead, MN
Consortium's geographic area	
Number of locations	
How are holds on high-demand titles filled?	Precedence to local holds
What other method(s) has your system used?	first-come, first-served
Describe anything notable about the transition(s).	We made this same switch a number of years ago, staff liked it and eventually customers did to. But customers had to first get over the loss of seeing where they were in the hold que, because that information goes away when you make this switch.
Are you satisfied with the change to your current method? Why or why not?	

Hold's filling survey responses- Have not made a change

2015

Consortium name	Brown County Library
Headquarters or main site	Central Library
Consortium's geographic area	Brown County, WI
Number of locations	9
How are holds on high-demand titles filled?	Whoever is next on the list gets it, no matter what branch. Some people have the preference of putting a specific copy on hold, for example, the one that belongs at their branch, and they do so. If that would be true, if that is not the copy it would skip that person and go to the next person on the list I hope that makes sense.
How did you decide on your holds-filling method?	I have been here 5 years. That's how it has been during that time.
Is there any interest in changing holds-filling methods?	None that I'm aware of.

Consortium name	MCFLS
Headquarters or main site	MCFLS
Consortium's geographic area	Milwaukee County
Number of locations	28
How are holds on high-demand titles filled?	We use local holds priority to fill holds at the owning location first. After those holds have been filled, we use a first come, first serve approach.
How did you decide on your holds-filling method?	We have used local holds priority for over 10 years, but the idea was to save on delivery costs by keeping items in one place and filling them there first. Also, this method generally keeps these items in the hands of the taxpayers that paid for the item. It can be difficult to explain to patrons how this works, but almost everyone benefits from this method at one time or another and it's been accepted in our system.
Is there any interest in changing holds-filling methods?	Not really. Every so often we will talk about it, but no real serious changes are in the works.

Consortium name	OWLSnet
Headquarters or main site	OWLS
Consortium's geographic area	Northeast Wisconsin, 10 counties
Number of locations	50
How are holds on high-demand titles filled?	First come, first served.
How did you decide on your holds-filling method?	We've used this method ever since we first offered patron placed holds. That was probably 20 years ago.
Is there any interest in changing holds-filling methods?	While we've talked about exploring other methods, our libraries, for the most part, have been opposed to using another method. They like being able to tell their patrons that regardless of who owns an item, holds are filled in the order they are placed. It feels fair to them, and helps promote the value of the consortium. It also has the added advantage of being quite simple to implement.

Consortium name	Eastern Shores Library System
Headquarters or main site	ESLS Office in Sheboygan
Consortium's geographic area	Southeastern/ 2 counties
Number of locations	15
How are holds on high-demand titles filled?	First in, first out. First person in the queue gets the next copy that is checked in anywhere in the System. If an item is available (on the shelf) at the patron's home library, that library is the first to search. If not found, the request moves on to the next library in search hierarchy.
How did you decide on your holds-filling method?	Consensus many years ago.
Is there any interest in changing holds-filling methods?	Several libraries (the larger ones including Mead) are interested in changing to the "local holds first" method.

Consortium name	Winding Rivers Library System
Headquarters or main site	La Crosse Public Library
Consortium's geographic area	7 counties in western Wisconsin

Number of locations	About 30 libraries
How are holds on high-demand titles filled?	<p>First come first served is how I understand it. Following are the WRLSWEB guidelines I think you are asking about:</p> <p>ITEMS WITH RESERVES, Treatment of Patrons Holding (1/8/2004): If a patron approaches the circulation desk of any WRLSWEB library with a book in hand which they wish to check out but which has a reserve, the reserve should be overridden and the patron allowed to check out the item. Likewise, if a patron wishes to renew an item, and there are other available copies, the patron will be allowed to renew. The only time a checkout or renewal would be denied is if the patron is returning the item with the intention of renewing it and there are no other available copies in the system. In that case reserves will take precedence over renewals.</p> <p>LENDING RESTRICTIONS and OPEN ACCESS (4/7/2005): All WRLSWEB members are expected to lend all circulating materials to all patrons. If a library chooses not to lend any category of materials its patrons cannot borrow those types of items from other libraries.</p> <p>When I am adding an item belonging to our Norwalk Public Library to our shared catalog, when I check it in from processing it will print a slip if someone has placed a reserve or hold on it. I then put it in the delivery bin or one our reserve shelf if the reserve or hold is from one of our local patron. And every other library in our system, WRLS, on the shared ILS, WRLSWEB, does the same.</p>
How did you decide on your holds-filling method?	In our NAC meetings. The Network Advisory Committee (NAC) is an advisory group of the Winding Rivers Library System shared library catalog, WRLSWEB. Meetings are usually held on the second Thursday of even numbered months. All WRLS members are invited to attend, regardless of WRLSWEB membership.
Is there any interest in changing holds-filling methods?	Not on my part!

Consortium name	Eastern Shores Library System
Headquarters or main site	
Consortium's geographic area	2 counties/southeast Wisc.
Number of locations	14
How are holds on high-demand titles filled?	queue is first in first out no matter where the location is.
How did you decide on your holds-filling method?	It was a consensus when we set up our ILS. It was a selling point that has resonated well with our customers. Since each library in our system has and equal say in the policies it was considered the fair way to do it.

Is there any interest in changing holds-filling methods?	Some libraries have expressed an interest in doing it -especially wanting to circulate local items to local patrons first. However the statistics have proved that patrons actually receive items more quickly with the first in, first out method. Since this has been the way we have been doing it, I feel we would have a patron revolt on our hands if we changed- they watch those queue lines intently and if all of a sudden they went from #2 on the list to further down the line because another patron got to "jump" because their library's local copy came in, they would be angry.
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Consortium name	Northern Waters Library Service
Headquarters or main site	Ashland, WI
Consortium's geographic area	Bayfield County
Number of locations	29
How are holds on high-demand titles filled?	If it is our library book, it goes to the next Webster patron on the hold list. Otherwise, it goes to the next person in the hold list, no matter which NWLS library they are from.
How did you decide on your holds-filling method?	The consortium decided.
Is there any interest in changing holds-filling methods?	I don't believe so.

Consortium name	Eastern Shores Library System
Headquarters or main site	Sheboygan
Consortium's geographic area	Ozaukee and Sheboygan counties
Number of locations	14 libraries
How are holds on high-demand titles filled?	We do not fill local holds with local items. Items just go to the next patron in line regardless of what library. To me this is a waste of staff and delivery time. I think local items should fill local holds first before being sent out.
How did you decide on your holds-filling method?	When the new ILS was implemented in 2000. I was not here at that time.
Is there any interest in changing holds-	Some member libraries would prefer the local items filling local holds first but it has not been the majority vote.

filling methods?	
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Consortium name	Lakeland Library Cooperative
Headquarters or main site	Lakeland offices
Consortium's geographic area	9 counties in the Grand Rapids Michigan area
Number of locations	79
How are holds on high-demand titles filled?	<p>Holds in Lakeland fill in the following order and we also use home library pickup. We turned off Pickup anywhere quite a while ago when we were having budget issues:</p> <ol style="list-style-type: none"> 1. Holds filled at pickup location/home library first 2. Holds filled within the agency (for libraries with branches) we purchased agency holds quite a number of years ago too. 3. All other holds
How did you decide on your holds-filling method?	We had a similar hierarchy in place on our old Dynix system from 1998-2003, so putting this in place on our Ill system was never a question. We just had to wait for the agency holds product to be developed. That wasn't available in 2003 when we went live on Ill.
Is there any interest in changing holds-filling methods?	<p>No, the rationale used by our libraries is that their local, tax-paying patrons should be given first priority to locally owned items.</p> <p>In addition to all of this, we also restrict holds on AV to local holds only, non-print (except audiobooks) items are never holdable to anyone but the local patron. And we place a similar restriction on local holds only for new print materials for the first 6 months. So the AV and new print materials will fill holds at the pickup location/home library and for the agency but not outside of the agency (this is controlled by ptypes in the rule determiner table).</p>

Consortium name	OWLSnet/Infosoup
Headquarters or main site	This is a consortium of two library systems, so there are Reference Libraries and system offices at both the Green Bay Central Library and the Appleton Library. Delivery for both systems is administered by OWLS and the transportation of items is contracted to a delivery company called WALTCO and a lot of the materials sorting is done at the Waltco facility.
Consortium's geographic area	Northeastern Wisconsin, except Brown County.
Number of locations	52
How are holds on high-demand titles filled?	All items in the system fill all the holds in the system. All holds for all the the patrons in the system go on one list per bib record and the holds are filled in the order they are placed -- first item checked in fills the first hold, etc.

	<p>Hold lists are generated daily at each library, most libraries print their lists and pull items from their shelves for holds at least twice per day -- if an item is available at two libraries, the first library to work their list and check in the item fills the hold.</p> <p>As an incentive to be a good sharer and working the holds list often, a systems discount is tied to a library's lender/borrower ratio within the consortium -- libraries that lend more items to the other libraries in the consortium than they borrow from the other libraries in the consortium receive a bit of a discount on their system fees the next year.</p>
How did you decide on your holds-filling method?	AAC -- the Automation Advisory Committee (a representative or representatives from each library), which gives each library a voice in consortial matters, meets every other month to discuss all matters related to consortium-wide resource sharing, etc. -- decisions are made through either consensus or vote if a consensus cannot be reached. Voting might be weighted slightly, giving libraries that put more resources into the consortium slightly more say in matters -- Gerri from OWLS would be the person to talk to about exactly that works.
Is there any interest in changing holds-filling methods?	There is somewhat of a wish that the system (as in ILS, rather than library system) were smarter, but that is somewhat of an ILS limitation, rather than a procedural one. Sometimes we wish that the ILS would know which available item had the closest proximity to our location -- for example, since all the holds are on one big list and all the libraries generate the holds list for their location from that one big list, if an item that my patron has hold on is available at my library and another library does their holds list before we do, or just checks in an item on that bib record because they are checking things in, they fill the hold before do even if they are the furthest library from us. In that case, it would be nice if the ILS would know that our item was available so that the other library's item could stay at its home library or fill a different patron's hold, but I think there would be a lot of really complicated programming or something that would need be implemented to be able to do that.

Consortium name	CAFE (WCFLS)
Headquarters or main site	Waukesha
Consortium's geographic area	Waukesha County
Number of locations	16
How are holds on high-demand titles filled?	Patron priority (or my patron first), meaning patrons registered at the item's owning location get preference on that item. After that holds are filled in chronological order.
How did you decide on your holds-filling method?	Was decided when the CAFE consortium first started.
Is there any interest in	No.

changing holds-filling methods?	
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Consortium name	Public Libraries In Jefferson County
Headquarters or main site	
Consortium's geographic area	One county - Jefferson County, Alabama
Number of locations	40
How are holds on high-demand titles filled?	Owner item filled first when matches pickup location (local hold filled first). Then it is by date hold is put on system.
How did you decide on your holds-filling method?	Libraries what their items to go for their holds first.
Is there any interest in changing holds-filling methods?	Not really. Maybe if I could see the benefit to different system.

Consortium name	LARL/NWRL
Headquarters or main site	Lake Agassiz Regional Library
Consortium's geographic area	North West area of Minnesota
Number of locations	31
How are holds on high-demand titles filled?	Local Holds first
How did you decide on your holds-filling method?	We started with FIRST HOLD FILLED but moved to LOCAL HOLDS. We are a 2 system consortium, one is 2/3 larger than the other and was putting a strain on the smaller system. Borrowers in the smaller system had to wait much longer for items. Moving to LOCAL HOLDS helped even out this imbalance.
Is there any interest in changing holds-filling methods?	LOCAL HOLDS continue to meet the need.

Consortium name	Wisconsin Valley Library System
Headquarters or	No

main site	
Consortium's geographic area	WI
Number of locations	United States
How are holds on high-demand titles filled?	If it's checked into the home library. the next patron from that home library is given preference.
How did you decide on your holds-filling method?	Not sure
Is there any interest in changing holds-filling methods?	No

Consortium name	WVLS VCat
Headquarters or main site	WVLS
Consortium's geographic area	7 counties
Number of locations	25
How are holds on high-demand titles filled?	Hold are filled first to owning library patrons then by rest of consortium
How did you decide on your holds-filling method?	Member libraries determined.
Is there any interest in changing holds-filling methods?	The method we are using is difficult/complex to administer and it is my opinion that the libraries in our system wish to keep it the current way but that WVLS wishes to change it for ease of administration.

Consortium name	VCAT
Headquarters or main site	Wausau
Consortium's geographic area	7 counties
Number of locations	24
How are holds on high-demand titles filled?	Each library has its high demand materials circulate ONLY among their patrons for 3-4 months. So if a patron comes in from another location within the consortia who does not have their home library set to Neillsville; they would not be able to place a hold on our item.
How did you decide on your holds-filling method?	I don't know
Is there any interest	I think most of the libraries are satisfied with the way our holds are filled, and I do not

in changing holds-filling methods?	believe there is any interest in changing it.
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Consortium name	Southwest Wisconsin Library System
Headquarters or main site	Headquarters, Fennimore, WI
Consortium's geographic area	Southwest corner of Wisconsin, 5 counties
Number of locations	27
How are holds on high-demand titles filled?	The holds are ranked numerically (we can change the position of a hold on our own items) and the item goes to the first hold.
How did you decide on your holds-filling method?	As far as I remember, the only discussion on the subject had to do with whether libraries could put items in a status where holds would only be for their own patrons, and if so, for how long.
Is there any interest in changing holds-filling methods?	Not that I know of.

Appendix D is the accompanying spreadsheet.

Appendix E is the accompanying Word document.