

## MORE Directors Council meeting information

September 16, 2022

### 11. Discussion and action on MORE collection development and statistical analysis tool

Consider whether to continue using Innovative Interfaces' Decision Center product as a collection development and statistical analysis tool available to all MORE-member library directors and staff, or switch to LibraryIQ.

At the July meeting, MORE Directors Council opted to include sufficient funds for either product (but not both) in the 2023 MORE budget.

#### **These current Decision Center uses are well-covered by LibraryIQ:**

- Weeding reports based on low-circulation, high circulation, or publication date
- Top-circulating titles based on checkouts
- Items received from other libraries, including item and title-level detail
- Exporting reports. LibraryIQ's CSV output contains less extraneous formatting than Decision Center's output to Excel.

#### **These current Decision Center uses are not covered by LibraryIQ, but could be developed:**

LibraryIQ says: "we will add these reports to our roadmap for quarter one (Q1) and quarter two (Q2) of 2023, currently scheduled to have reports present in LibraryIQ by end of Q2"

- Finding "missing"/unaccounted-for items: items that have had a status of "on holdshelf" or "in transit" for too long
- Items sent to other libraries, including item and title-level detail
- Hourly circulation reports

#### **These reports are not covered by LibraryIQ and have a less-definite timeline for development:**

LibraryIQ says: "when [MORE] signs on with LibraryIQ, we will work to automate these reports from Sierra into LibraryIQ. Reports will be within the necessary parameters and by library."

- Top titles based on holds, to combine and improve upon Sierra's High Demand Holds function and some Decision Center reports for use in selecting high-demand titles
- Circulation by place of residence

#### **LibraryIQ does not:**

- Allow users to schedule reports to be automatically delivered via email
- Replicate Decision Center's "Supply and Demand" weeding report, to inform the weeding of excess copies of a title. LibraryIQ shows this information item-by-item, but Decision Center aggregates the copy data, creating a more useful output

### **New capabilities in LibraryIQ:**

- Selection lists: matches bestseller and curated lists with library holdings. List descriptions and sources are documented, and updated date may be forthcoming.
- Foot traffic reports based on cell phone location data
- Patron demographic data, including users vs. non-users. MORE's implementation of section may need further consideration to ensure compliance with Wisconsin statutes regarding the confidentiality of library patron records.
- Incorporating non-ILS data for selection and demographic reports
- A customizable dashboard for "KPIs": key performance indicators

### **Library IQ demos:**

- Initial May 26 demo for MORE (57 minutes):  
[https://libraryiq.zoom.us/rec/share/qC5CYHXDjmkhvGyGRn9QOC4PdWZ7sIP-34bQko\\_KdJ5k6e4hKu1Q9JQuwfi3VPgs.Bwb7M0cBEOsW16kc](https://libraryiq.zoom.us/rec/share/qC5CYHXDjmkhvGyGRn9QOC4PdWZ7sIP-34bQko_KdJ5k6e4hKu1Q9JQuwfi3VPgs.Bwb7M0cBEOsW16kc); Passcode: \$=g?2iAx  
(If you can't access the recording with this passcode, try using a browser you don't use for other Zoom meetings)
- August 4 LibraryIQ demo: <https://vimeo.com/739082803/d7153df2a9>
- August 11 LibraryIQ demo (content is similar to 8-4): <https://vimeo.com/740819387/821af0fd06>
- Recording of the August 18 LibraryIQ demo (includes some discussion of an add-on product that would cost extra; covers some questions not addressed in earlier demos): <https://vimeo.com/744224995/22152e0adc>

## **12. Discussion on MORE damaged item billing guidelines**

Earlier this year, an ad hoc MORE committee convened to discuss developing some common ground among member libraries and billing for damage to library materials.

The ad hoc committee developed and recommended the implementation of MORE guidelines for damaged item billing, establishing some categories of damage that no MORE library may bill for: <https://www.ifls.lib.wi.us/knowledge-base/more-guidelines-for-damaged-item-billing-draft-for-more-directors-council-september-2022/>

The MORE Operations Committee also recommended the adoption of these guidelines and modified the MORE damaged items procedure to align with the guidelines, should they be approved by MORE Directors Council: <https://www.ifls.lib.wi.us/knowledge-base/damaged-items-draft-for-more-operations-committee-august-2022/>

## **13. Discussion on courtesy notice schedule**

In November 2016, MORE Directors Council opted to implement courtesy notices to be delivered to patrons ahead of their items' due date: <https://www.ifls.lib.wi.us/knowledge-base/notices/#courtesy>

Some recent email delivery problems indicate that it may be beneficial to reduce the quantity of email notices generated by Sierra. To this end, and now that most MORE-member libraries are fine-free, it may be useful to shorten the time ahead of the due date that courtesy notices are sent.

Courtesy notices are delivered at or shortly after 9p daily.

At their August meeting, the MORE Operations Committee recommended adjusting the courtesy notice schedule so notices are sent:

- 2 days ahead of the due date for 7-day loans (1 full day ahead)
- 3 days ahead of the due date for longer loans (2 full days ahead)

Current schedule is:

- 3 days ahead of the due date for 7-day loans (2 full days ahead)
- 4 days ahead of the due date for longer loans (3 full days ahead)