

Age-Based Hold Protection Review – feedback received

Patron comments sent to Cassie Guthrie Patron:

Initial message

----- Original Message -----

Subject: Borrowing From Other Libraries
Date: Thu, 28 Mar 2013 15:23:09 +0000 (GMT)
From: Lori Carder <lorimarie01@yahoo.com>
To: cguthrie@pls-net.org <cguthrie@pls-net.org>

Good Morning Ms. Guthrie,

I would like to let you know my feelings about OWWL borrowing. I moved back here about a year ago after moving to England for seven years and was very impressed with your system of putting a book on hold and receiving it from another library.

I have used this service continuously and have felt that the money I pay in my taxes has really benefited me. I live in Newark New York and lots of times Newark doesn't have a copy of what I want. I now find it very frustrating when you have 42 copies of one particular book throughout OWWL and approximately 34 of those have a notation on them saying "This copy is new and can only be picked up at this library."

I have noticed in the last couple of weeks more and more of the libraries are doing this. This DEFEATS the purpose of the whole OWWL lending system and is quite annoying if the library in your town does not have a copy of the book. I understand the book may be new but everyone has the opportunity to call and reserve the book or put it on hold online. I don't want to be number 89 on the list of holds with 10 of the books available to me because every library is not sharing the book!! I thought sharing was the point of the system. I would appreciate your input on this as I am not the only library patron annoyed with this new development.

Thank you for your time

Lori Carder

Cassie's Response:

From: "Cassie Guthrie" <cguthrie@pls-net.org>
To: "Lori Carder" <lorimarie01@yahoo.com>
Sent: Friday, March 29, 2013 12:46:30 PM
Subject: Re: Borrowing From Other Libraries

Ms. Carder,

Thank you very much for taking the time to write to me with your concerns about OWWL borrowing. I am sorry that this has been frustrating for you, and I hope that I can provide some explanation about the decision some Pioneer libraries have made to keep locally purchased items "local" for a 2 month period.

As a system of 42 independently governed libraries, it is sometimes tricky to balance the wants and needs of all. In Pioneer we have a variety of different types of libraries, which are funded in different ways and at different levels. Newark Public Library, for example, goes direct to the voters for its funding through a budget vote. Other neighboring libraries in Wayne County are municipal public libraries which receive their funding as an appropriation from a Town Board.

Some libraries are under pressure to ensure that materials purchased with local tax dollars have the opportunity to sit on the shelf locally for a period of time before being sent to other libraries to fill holds. This was the impetus behind the decision to allow libraries, at their discretion, to keep items locally for 2 months. This decision was made by OWWLAC, the OWWL Advisory Committee, which is made up of representatives from Pioneer's member libraries. These items are still available to you, but you would need to place the hold and pick it up at the owning library during that initial 2 month period. I understand that this may not be convenient.

I will pass your concern along to OWWLAC, and again, thank you for your feedback.

Patron's reply to Cassie:

From: "Lori Carder" <lorimarie01@yahoo.com>
To: "Cassie Guthrie" <cguthrie@pls-net.org>
Sent: Friday, March 29, 2013 1:17:26 PM
Subject: Re: Borrowing From Other Libraries

Thank you for answering me but I don't agree with what you are telling me. All the money for the libraries are funded by the public whether it be through tax dollars or from a Town Board Grant. There is no difference. I pay taxes and there is a separate line for library tax and if everyone in Newark that pays taxes is paying that then the Newark Library should have at least one copy of the books that other libraries have which they do not!

You have set up this OWWL system of lending to everyone and then change the rules in the middle because I am assuming someone has complained about a book not being available. Everyone has the opportunity to call and place a book on hold as I said before. You have just made the whole system a bit non functional. Just so you can see what I am talking about take a look at a couple of books Newark doesn't have and tell me how long it would take me to get a copy without driving for it which is crazy because the book won't be on the shelf anyways! Look at Run Alex Run by James Patterson and The Story Teller by Jodi Picoult.

The purpose of the loaning system is so I don't have to drive 10 or 20 miles to get a book. The books are not going to be sitting on the shelves locally when they are first received. If any residents should complain it is the Newark patrons who pay directly for the library service through a separate tax and never seem to have the new books that our out!

I'm sorry but I think this is unfair when it is a borrowing system and some of the libraries don't seem to want to share their books!

Thank You
Lori Carder

Patron response to Cassie after speaking with Elly

From: "Lori Carder" <lorimarie01@yahoo.com>

To: "Cassie Guthrie" <cguthrie@pls-net.org>

Sent: Monday, April 15, 2013 9:48:57 AM

Subject: Re: Borrowing From Other Libraries

Thank you but February 23 has passed. Is that a correct date?

I did meet with Elly at the Newark Library and explained to her my concerns which she agreed with. My main concern was not with the Newark Library, it was with OWWLAC being a sharing system and we are all taxpayers and GRANT money comes from ALL TAXPAYERS not just the people in certain towns. You can tell your committee that they have made this system non functioning and a joke. I am not the only person that believes this. I am the only one that will speak up. Does it really matter what tax payer has borrowed a book? I know you are tired of hearing from me but I feel strongly about this and many people I have spoken to feel the same way. Funny how 95% of the libraries have decided not to share for the first 2 months when they found out a few weren't sharing. the committee has opened up a can of worms.

The committee might want to think about all the books we donate to the library for their book sales and the outcome of us not using the libraries.

Sorry to say we feel we can pool our money and buy the books and pass them around rather than wait for libraries to share their books.

Lori

Elly's comments about Age Protect

From: "Elly Dawson" <edawson@pls-net.org>

To: "Cassie Guthrie" <cguthrie@pls-net.org>

Sent: Friday, April 12, 2013 11:43:13 AM

Subject: OWWL sharing

I had a long conversation the other day with the woman who was upset about the lack of sharing...

I think you should share this at OWWLAC - bottom line is that she feels the new restriction totally defeats the purpose of the sharing concept.

For me - listening to her - I think the important thing here is that INDEED - people do notice. The concept that you purchase stuff and don't want to share it - defeats the purpose of why you buy it in the first place. Libraries do NOT buy materials so they can be on the shelf.

They buy them so they are borrowed.

With an OWWL card - everyone can borrow with the same card BUT.... not all the time...

I think she is right.

I think we are wrong.

I think that making it an easier process for those who were "on the fence" about committing to this - has made it more evident - made us less service oriented...

In this case - she is someone who is VERY vocal and is telling everyone she knows that OWWL is broken. Because it is to her.

While this is ONE person ---- it is one who I think represents others who would just "live with the disappointment". She is one who will speak up - and she did.

Feedback provided to Theresa Streb

----- Forwarded Message -----

From: Sue Ayers <sayers@pls-net.org>

To: Theresa Streb <tstreb@pls-net.org>

Sent: Thu, 18 Apr 2013 12:58:16 -0400 (EDT)

Subject: Re: OWWLAC Meeting Next Week

The age protection is working well. Patrons sometimes say they cannot place a hold on some new item, but I explain age protection and they seem OK with that. Our patrons are happier to find newer titles occasionally on shelf, or that they get holds of our copy faster.

Thanks.

----- Forwarded Message -----

From: Dottie Patt dpatt@pls-net.org

To: Theresa Streb <tstreb@pls-net.org>

Sent: Fri, 19 Apr 2013 16:18:34 -0400 (EDT)

Subject: Re: OWWLAC Meeting Next Week

Hi Theresa, thanks for asking us for input. I appreciate the opportunity to voice my concerns or views etc. In regard to the matters of Item Statistical Category changes, absolutely proceed to make this information more accurate for the Annual Report by whatever means necessary. Change in phrasing for emailed overdue phrasing: anything that can be done to support accuracy in fines and limit stress at the desk is a bonus and enhances our goal of accurate bookkeeping. As to age hold protection: Wolcott is using this on DVDs and current bestsellers. I have not heard any public comments one way or the other. I do support this option. Hope this is of some value. Dottie

Feedback provided to Betsy Morris

----- Original Message -----

Subject: Age Hold Protection

Date: Mon, 22 Apr 2013 10:16:23 -0400 (EDT)

From: Jenny Goodemote <jgoodemote@pls-net.org>

To: Betsy Morris <bmorris@pls-net.org>

Hi Betsy,

Just as a courtesy to Pioneer, I am letting you know that Wood Library will be implementing age hold protection on our new items. We are certainly seeing the negative effects firsthand. Our patrons are not getting the quick service they have come to expect and this has forced me to jump into the age protection pool.

I wanted to let PLS know.

See you soon,
Jenny

Jenny Goodemote

Feedback provided to Lindsay Stratton

----- Original Message -----

From: "Donna Norris" <dnorris@pls-net.org>
To: "Lindsay Stratton" <lstratton@pls-net.org>
Sent: Monday, April 22, 2013 3:09:31 PM
Subject: OWWLAC input

Review of latest hold protection

We haven't yet used it, but may in the future, so I'd be interested in hearing comments. We would use it for only "hot" books in order to keep them from straying too long. (Many of our patrons do not place holds.)

Donna

Feedback provided to Melissa Correia

----- Forwarded Message -----

From: "Laurie Newell" <lnewell@pls-net.org>
To: "Melissa Correia" <mcorreia@pls-net.org>
Sent: Monday, April 22, 2013 1:26:26 PM
Subject: Re: OWWLAC input

Melissa,
My 2 cents.

Yes, we have used age hold protection.

Not on everything, mostly just new A Fic. (We continue to use it on our new DVDs.) Our new book shelves are fuller than normal but I know I bought more than usual in the last month. I think it is too soon to tell. I think we need some data. I think the report that PLS plans to start should be helpful. If I knew which books had been sitting on our shelf for more than a week or 10 days I would be willing to remove age hold protection from them. But I also think BLO patrons need to have an opportunity to check out the books their tax dollars have purchased.

I keep thinking back to Gone Girl. We own 3 copies. All three were gone from my library for months. I'm sure we have browsing patrons who would want to check out that title but didn't want to place a hold. I count myself in that category. Sometime I'll read it when I see it on our shelf.

Laurie

----- Forwarded Message -----

From: "Diana Thorn" <dthorn@pls-net.org>
To: "Melissa Correia" <mcorreia@pls-net.org>
Sent: Friday, April 19, 2013 4:57:47 PM
Subject: OWWLAC

Hi Melissa!

My "2 cents" for the Age Protection conversation:

I am in favor of this feature as long as Directors have the option of using it(or not)on any particular item. I am very excited to be able to run this new report Aaron demonstrated at the System Meeting. Thanks to Aaron and Bob for that!

Thanks,
Diana

Diana Thorn
Library Manager
Bristol Library