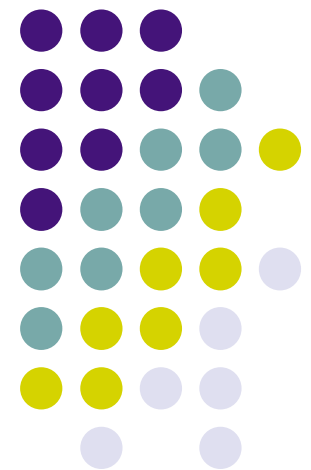


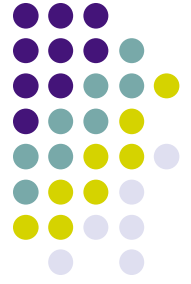
LINC TEST POLICY LOCAL HOLDS

LTLS BOARD OF DIRECTORS

June 19, 2006

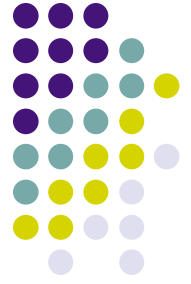


LINC POLICY COUNCIL ACTION



- Local Holds Committee Recommendation
- (Presented to LINC Policy Council on May 24, 2006)
 - Local Holds 9-month Trial Period (Exemption to Holds Parameter Policy)
- Background
- Current LINC Policy allows two settings for holds (requests). Those two settings, which use itypes to implement, are either:
 - 1. Systemwide holds, with local borrowers getting priority for local items
 - 2. No holds by anyone

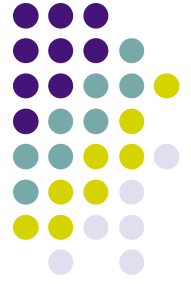
LINC POLICY COUNCIL ACTION



- LINC Policy Council received a request to review this policy and appointed a committee, the Local Holds Committee, to study this issue and bring back a recommendation to LINC Policy Council. That committee has been looking at various options for the last several months and has come to an agreement on a trial period for implementation.

LINC POLICY COUNCIL

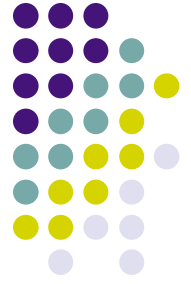
POLICY



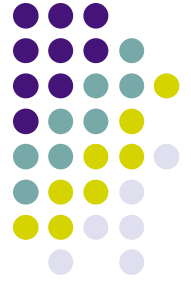
LINC libraries may choose to implement local holds during the trial period. Local holds are defined as a rule that allows a library to limit holds that are placed on their own items.

- Setting up local holds will require a local itype for each library. Items set to local hold will take holds from any borrower, regardless of where they come from, but the item must be picked up at the owning library. For local hold materials only, this will allow all borrowers to continue to place requests on those items, as long as the patron is able to travel to the owning library to pickup the item. Patrons will also receive information, at the time of requesting, whether this item is available or not.

LINC POLICY COUNCIL ACTION

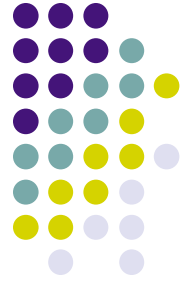


- This test will be implemented June 1, 2006. The Local Holds committee will review the trial process by December 1, 2006 and report findings to LINC Policy Council no later than March 2007. In April 2007, comments will be solicited from LINC library directors. LINC Policy Council will meet May 2007 to determine whether to continue with implementation of this policy or not.



TEST POLICY

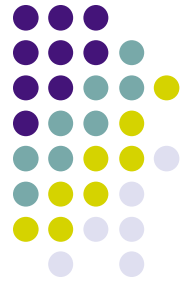
- LINC Policy Council Agreed to 9 month test beginning June 2006
- Policy Components
 - Libraries had the option to use the local hold option -- not required
 - Local Library could determine how many items, which items and for how long the items would stay as a “local hold.”
 - Local Holds definition for the test -- any person from any library could put a “hold/request” on any item, however, those items that a library wanted to define as local only had to be picked up at the owning library.



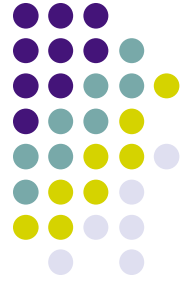
WHAT HAPPENS?

- Patron places a hold on an item that has only one owning location and that location is a library using local holds.
 - Patron can place the hold
 - Default pick-up location is the agency that owns the library.
 - Patron is in the holds queue by the order that they placed the hold.
 - Patron is notified that the material is available for pick-up at the owning library location.

ISSUES THAT HAVE BEEN ENCOUNTERED



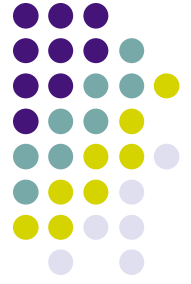
- Patrons are accustomed to having the pick-up location be the local library and don't notice the change in pick-up location.
- When notified that the material is available patrons go to the local library to pick up the item and find it is not available at that location.
- People are unhappy with the local library, with LTLS and with the libraries using the function
- Libraries using the acquisitions module will have more use than those not using the module. (timing)



ISSUES ANTICIPATED

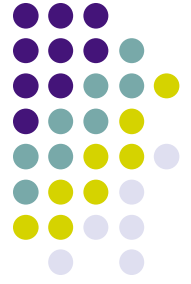
- Items left on hold shelf and not used.
- Increase in Reciprocal Borrowing
- A patron of a school, academic or special library will go to a library to pick-up material and be denied the item because they don't have a "public library card."
- Damage to the good name of libraries and LTLS.

WHO IS USING?



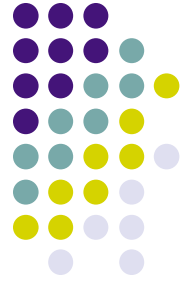
- Champaign Public Library (11,000+ items)
- The Urbana Free Library (6,100+ items)
- Paxton Carnegie Library (40+ items)

COMMENTS FROM MEMBERS



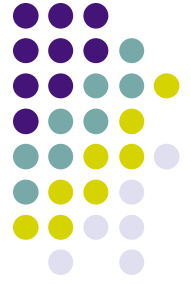
- “My patrons are not happy with this new policy of having to go to another library in order to pick up requested items. The whole purpose of interlibrary loan is to have items delivered to patrons at their home library upon request. This is causing a problem especially with elder patrons who no longer drive and school age patrons who do not yet drive. I personally agree with my patrons that this is not working.”

COMMENTS FROM MEMBERS



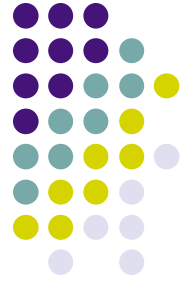
- “Because there is no way to know whether or not any item is considered local hold, staff and patrons must ALWAYS place the hold, then check the patron record for the pick-up point. If the patron does not want to drive to the pick-up location, the hold must be cancelled. This is two to three times the work of a normal holds transaction (before the test), and it must be done for every item placed on hold. That is thousands of items a month.”

COMMENTS FROM MEMBERS



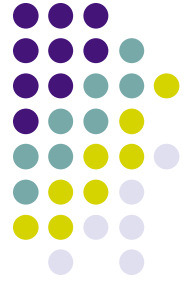
- “I do not understand why the implementation of local holds without further studying the impact on libraries, staff, and patrons. It is my hope that you will further think through this issue and the impact on all libraries in our system.”

COMMENTS FROM MEMBERS



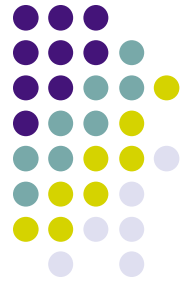
- “Our library is dedicated to providing excellent library service. We purchase many books annually. We send out many copies weekly to these and other libraries in the system. We believe in the mission of resource sharing. Personally, I feel this mission is being compromised with this new policy.”

COMMENTS FROM MEMBERS

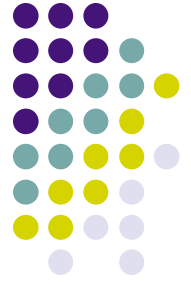


- “This policy is punishing the poor as many of our local patrons don't have cars and walk to the library with no way to pick up at CHN, DAN, URN or whatever library joins in.”
- “Think about the disabled and seniors who are unable to drive, is this a way to punish them.”

COMMENTS FROM MEMBERS



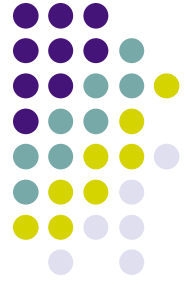
- “We’ve already had 3 patron complaints on the new policy and I’m sure there will be plenty more.”
- “I personally have put CHN and URN items on hold only to reach the #1 slot and stay there for months because their patrons are placing holds and receiving the item. I have never minded because I knew the system worked and I would finally get it.”



WHAT'S CHANGED?

- Local Holds queue is in request placed order no matter where the borrower comes from (previously local borrowers were given preference to local items)
- Patrons are no longer given a choice on where they want to pick items up
- Patrons are required to re-learn the method of getting materials
- Patrons can't tell what items are part of local holds and what aren't

WHAT'S NOT CHANGED?



- Patrons can drop items off at any library
- Patrons can still place holds
- The vast majority of the items are not in this category