collectionHQ
data. insight. solutions.

WYNDHAM CITY LIBRARY SERVICE IMPROVES TRANSFERS WITH COLLECTIONHQ

Wyndham City Library Service runs 4 branch libraries and serves a population of over 150,000. Maintaining the collection at a high standard efficiently across the system was a challenge using Library Management System (LMS/ILS) reporting alone and so the library subscribed to collectionHQ in March 2012 to provide analysis of the collection and to provide action plans to drive continued performance improvements.

wyndham city
city. coast. country

THE CHALLENGE

Prior to the implementation of collectionHQ at Wyndham City Libraries, staff relied on reports from their LMS tool to manage collection development procedures. Using this process meant that the planning of annual budgets was carried out on spreadsheets, making this an altogether time consuming task with limited analysis available to reveal where funding should be allocated.

Basic reports from the library's ILS system failed to provide the opportunity to implement an efficient process for transferring items regularly between branches. What's more, once those items were moved there was no way of tracking improvements to their performance. As a result, replacement copies were often ordered from suppliers rather than looking at other branches to see what could be transferred.

Emily Braithwaite, Collections and Information Services Coordinator at the library comments "Reports run on the LMS were slow and took a while to get right, if you made one mistake you would have to go back to the start and run the report again. The quality of the reports that were done on the LMS were only as good as the queries that were entered."

In an effort to improve reporting and progress to evidence-based management of the collection, the team at Wyndham City introduced custom written reports which provided a more comprehensive understanding than the base reports from the LMS system. These included a live collection snapshot of how each collection was performing and also one that showed how each collection was performing historically up to the present. This level of insight proved extremely valuable however staff required a solution that would help to achieve this detail instantly, providing thorough analysis and clear direction. On discovering collectionHQ, Tracey Dunshea, Library Operations Coordinator and team identified the toolset as the solution which would expand on their own efforts at developing tools which would provide the information necessary to better manage the collection.

THE OUTCOME

INFORMED PURCHASING DECISIONS | Since implementing collectionHQ, the team at Wyndham City Libraries have got straight to work on using the spending tools to help with the planning of budgets. Dunshea shared "collectionHQ gave us a clear indication of all the popular areas and it did this instantly. We used this as the foundation for the budget then customised the proposed spending plans based on local knowledge and collection needs."

This enhanced knowledge of where funding should be spent has helped the team to develop the collection reflective of customer demand. Braithwaite describes "It has made us rethink how much we allocate

KEY BENEFITS
The adoption of collectionHQ has enabled Wyndham City Libraries to:

- ◉ Streamline the library-vendor selection process
- ◉ Improve weeding processes
- ◉ Make regular transfers a possibility
- ◉ Increase circulation
- ◉ Enhance marketing activities

COLLECTION PERFORMANCE IMPROVEMENT

funding to different collections, it has also allowed us to see where there are subject gaps that need filling."

In addition, the software has facilitated the creation of profiles and standing orders with vendors based on collectionHQ's Popular Subject and Popular Author Summaries. This range of tools designed to assist the selection process has been used to assign dollar amounts to non-fiction profiles and number of copies to certain authors which streamlines the whole library-vendor process.

TIME SAVINGS | Since the introduction of collectionHQ at Wyndham City Libraries, staff have been able to implement a more effective weeding procedure thanks to readily available, evidence-based action plans. collectionHQ has helped to not only improve the quality of results from weeding processes but has significantly reduced the time taken to carry out this task. Braithwaite illustrates "Time has been saved on generating weeding lists, the data is also displayed in a much more user friendly and readable way. We also used to have to do one report for each genre: general fiction, crime, science fiction, fantasy, romance etc. collectionHQ runs the action plan all at once and makes one file rather than lots of little ones."

In terms of the process to remove dead stock, collectionHQ has brought to light those non-circulating items, some of which had never even been borrowed, that were not highlighted previously by the LMS. Braithwaite continues "We were using our LMS to run dead lists that were based on the query 'checkout date prior to' e.g. 2 years from today; the LMS wasn't picking up items that had never been borrowed."

The collectionHQ toolset combined with support from the collectionHQ support team has truly helped to improve these processes at the library as Braithwaite explains "The support from staff during the implementation process and then following up with training and questions has been very good."

IMPROVED PERFORMANCE | Enhanced weeding processes and evidence-based insight into the collection at Wyndham City Libraries has resulted in performance improvements across the library. For example, better monitoring of dead and grubby material has resulted in far fewer of those items sitting on the shelves at the library. Braithwaite shares "it is great that these items are no longer clogging up our shelves."

Transferring materials across branches which had traditionally been a difficult process to schedule at the library has also become a possibility with collectionHQ transfer lists, yielding some great results! With one fiction transfer project, 369 items that had been dead for an average of 9 months were transferred to new branches to fill demand gaps. Braithwaite explains the outcome: "These items have received a further 973 circulations with an average of 3.5 months since transfer, one particular item had been dead for 27 months, since it was transferred 8 months ago it has circulated 6 times." Transfers have also been carried out for the non-fiction collection with 387 non-fiction titles that were dead on average 7 months before transfer, receiving 610 circulations in the 6 months following transfer.

Overall, collectionHQ has helped to enhance the customer experience at the library by helping to balance supply with demand, facilitating identification of items in a poor physical condition and even producing 'Top Charts' which have allowed branch staff to create marketing displays to better promote their collections. Braithwaite shared some comments from happy patrons of Wyndham City Libraries "A customer recently mentioned that she travels 30 minutes to borrow our audio books because "We have the best selection". We asked our patrons on Facebook what they love about our library and one replied "The wide variety of books that are available so easily." Another customer recently emailed me that "Wyndham library is fantastic - always up with the latest"."

*save***TIME**

*save***MONEY**

improve
PERFORMANCE

C O L L E C T I O N   P E R F O R M A N C E   I M P R O V E M E N T

BAKER & TAYLOR
the future delivered