

Document Delivery Committee Meeting Minutes

May 16, 2018

Updates -Rose

- **Migrations and Additions**
 - Final migrations complete
 - CO School of Mines now borrowing. Their holdings are being added for upcoming lending
 - Air Force Academy will be joining Prospector. A ways out from this as they are making decisions around their local ILS at this point
 - State Library in talks re: potential of Prospector as replacement when SWIFT software goes away. Cost considerations for small libraries -may be possibility for shared catalog libraries like AspenCat
- **Statistics**
 - Quarterly stats now available on Document Delivery page
 - Java IE issue has been resolved and reports now work
 - "Generate Fulfillment Reports" improvements. Can now set date range
 - 66% uniquely held items
 - Reviewed some quarterly stat quirks
 - DCB libraries combined
 - Title Reports
 - Download them, can take a couple of days
- **Server Move**
 - INN-Reach Central server moving from Alliance offices to DU for security and better infrastructure
 - Targeting mid-July (selected summer to minimize impact to academics)
 - Anticipating 3 days Prospector/Goldrush downtime
 - Nothing librarians need to do (possible special instruction for hosted sites)
 - Rose will alert us once dates are firm
- **WebPAC**
 - Refresher Service resulted in consistent look/color scheme btw Encore and Classic
 - Classic is still there, just looks different
 - Can still do number searches under advanced search.
 - Ticket open with III re: log off issue. No log off option in Encore until requesting a 2nd item.
- **Sierra 4.0**
 - Problem with requesting Jeffco items now fixed
 - It's fine now for other III libraries to upgrade to Sierra 4.0
 - Item status display remains a problem in Encore
 - Work around is to go to Webpac (Classic)
- **Prospector Impact Study**

Seeking information re: how the service is working, features used, etc.

- ILL Survey - thanks for your responses. Trying to get #s on how Prospector is impacting traditional ILL
 - Longer libraries have been using Prospector, better the ILL savings
- Also soliciting patron feedback via “Tell us What you Think” button.
 - 16% report access issues (seeing things that aren’t actually available to them)
 - 4% delivery issues
 - 26% say it’s good as is
 - 2% mobile access
 - Big takeaways
 - Highest use is for personal research and recreation
 - Desire for FRBR
 - Annoyance seeing things they aren’t eligible for
 - Customers can leave email address for follow up with issues
- **Prospector Visual Statistics**
 - Ability to map where Prospector users are
- **Common Prospector Procedures**
 - Paging Slips - Crystal Bollman
 - Springer ebooks - Jennifer Hoffman
- **Springer ebooks add’l info- Rose**
 - These are made possible through a contract btw the Alliance and member libraries to allow lending through Prospector.
 - We are down to only 2 Springer ebook lenders - Colorado College and UNC. CSU and DU currently unable to lend.
 - Many thanks to CC and UNC for taking on the added workload.
 - If you are a Millennium or Sierra Library and are willing to be a Springer lender, please let Rose know.
 - Springers no longer coming from George’s email to help reduce confusion for customers
- **2016 Reconciliation Update -Jennifer**
 - Many thanks to everyone for sending in your unfound 2016 Institutional Overdues
 - These were compiled into the 2016 Reconciliation Master List (available under Procedural Documents on Document Delivery Committee page).
 - Have heard back from about 10 libraries re: borrowed item searches.
 - If you haven’t already searched your shelves for items on the list that have your library listed as Borrowing Library, please do so and email jhoffman@denverlibrary.org re: the result.
 - Include REF number of any found items or simply say, none found.
 - Final report and clean up steps will be provided at our next meeting