

## Resource Sharing Workflows Work Group

August 1, 2024, 1 pm

Video conference

**Meeting Documents:** <https://www.scls.info/committees/resource-sharing-workgroup>

### Join Zoom Meeting

<https://us02web.zoom.us/j/89259572785?pwd=0tM3jFJsHWT2g3PdNZ8Niv1HzwEuB4.1>

Present: Nathan, Margi, Cindy, Corey, Elizabeth, Claire, Heidi, Tim, Jan, Wendy, Roxanne, Todd, Phil

Not present: Doug

#### 1. Call to Order: 1:03

#### 2. Approval of previous meeting minutes: n/a

#### 3. Action Items

#### 4. Discussion

- a. Members introduce themselves
- b. Review Charge (from 2021 Delivery Workflows Workgroup): Group will work together to identify workflows that may benefit from additional study. This group will also study the pros and cons of a sorter at SCLS Delivery and how it might impact library workflow.
  - i. This group will consider workflows in the libraries. This may or may not include implementation of an SCLS central sorter. SCLS will do an internal analysis of an SCLS central sorter on SCLS Delivery workflow. Results will be shared with this workgroup.
  - ii. Motion to approve the charge: Roxanne, Wendy 2<sup>nd</sup>
  - iii. Motion carried.
- c. Review RFID initiative (12/17/2020): *The ILS Committee recommends an initiative to support the conversion to RFID of the materials of all SCLS libraries within seven years for the purposes of increasing the efficiency of resource sharing. This is in support of an existing policy: "Non-RFID libraries allow other libraries to place RFID tags in items received to fill holds .Tag insertion by RFID libraries is voluntary". South Central Library System intends to support the initiative by implementing the use of RFID in automating its system-wide delivery service.*
- d. Potential topics to explore--resource sharing / delivery workflow at libraries
  - i. Phil: Look at the process for labelling holds and transferring them (possibly tied to sorter); Margie and Jan agree.

1. Post-Its are not recyclable at SUN.
- ii. Roxanne:
  1. From the moment that a person places a hold, what is the time-frame of when it arrives in the library? Efficiency
    - a. Tim—should be able to get this. We did look at this for local holds. There is a long tail of people placing and suspending holds. We looked at the average time from when a hold is placed and filled. Roxanne asked, can we removed suspended items?
    - b. Cindy—there is a hold latency report and Cindy provided the link.
    - c. Tim—not sure, too many variables.
  2. When the time an item is scanned and the hold is trapped at the library, how long does it take for the patron to pick it up?
    - a. Cindy—there is a hold latency report and Cindy provided the link.
    - b. Tim—not sure, too many variables.
- iii. Efficiencies for checkin—libraries with or without sorters. What would make your checkin of materials received through delivery a more efficient process? Also—materials going out in delivery.
  1. BAR, FCH, [MID], SUN: bins that come in filled with library-owned materials are all run through the sorter
  2. Wendy—is there a better way for them to sort their items so that they can go into delivery? Pre-sorting for delivery.
- iv. What pre-sorting is done now for bins going out to delivery?
  1. Corey—this only happens at libraries that have space and volume: MID, MPL (especially within MPL locations). (MSB can't do it due to space limitations.)
  2. All but about a dozen libraries do the alphabetical ranges: MPL, A-M, N-Z. There is also an "M" only sort that some libraries do. About 3 or 4 libraries do an A-L sort. A couple of libraries do an S-Z sort. There is some efficiency. Direct sorts are beneficial. For bins that are not sorted, Delivery sorts into the "black" gravity bins which then go to the 3 zones for sorting into individual library bins.
  3. Reviewing holds sequence: They review reports and Corey thinks there are other opportunities, within the holds sequence. Perhaps the holds sequence can be tailored even more (but need to be aware of overburdening some libraries).
  4. Corey can see an opportunity for libraries with sorters to do things with specialized sorts, including holding bins until they are

filled. Questions around that might be how long should a bin be held? Would it be OK to hold them for 2 days?

5. When Delivery moved into Pankratz, they had an opportunity to look at different pairings. If you are already a partner library in a sequence, could the route be tailored? For example, SUN and VER are high on each other's list, so they are creating 3 to 4 bins total (holds and returns) just from each other. What if those bins never went to Delivery? This is outside of the mindset of regional routes. Or, could we modify the sequence? Nathan at BAR said that the N-Z bins are the biggest going through Delivery—Corey confirms that Sauk County “upends” things. Jan said that some time ago, there was some pre-sorting for Delivery. Corey said there has been a move away from this as the truck needs to be re-organized, and the thought was that it is more efficient to just bring everything back to Delivery.
6. Roxanne—does do rough sorting. What are the benefits of doing this? Their costs are rising? Are we considering looking at if there is a full bin for one library, then it could go to the library, rather than back to Delivery. 2/3s of the budget are for staff/benefits and then with Delivery, etc. can the line for fees at SCLS be held? Would doing more pre-sorting, etc. help with holding down Delivery costs?
- v. What are potential benefits to libraries of a central sorter?
  1. Claire asked, what would a sorter look like for Delivery? The minimum is 65 bins, which includes an exceptions bin. There are smaller setups where we can do multiple sorts and change the parameters. We don't know exactly what kind of a footprint it would require, but Corey envisions that it would take up the whole space, but the setups are flexible and can be configured in a lot of ways. The idea would be to sort everything. Could we do an automated sort alongside a manual sort? Would it change the layout of the day—how much output can we create with a sorter? They have a good idea of how long it takes to do 500-800 bins—there is an 8 hour window now, so they would need to know how many bins they can push through in X amount of hours. This may have a consequence on route times. Delivery went to FCH a couple of weeks ago. At FCH, they were able to mock up Madison Public with about 8 bins (without separating holds and returns). It

took about 7 to 8 minutes, which was really fast. This is 1% of a busy day. Corey thinks the window would need to be bigger. They have 6 people sorting at once. It would be a very large system.

2. Todd asked what happens when the system goes down? Would you be able to do a manual sort? Corey has asked this question at visits (Racine and FCH). They do go down but most of the time it is brief and you are trained to reset (for example a loose power cable). It does require internet consistency. We would like to know what would happen if it did go down and could we do something manually. Since there will still be holds (transit) slips, they could still be sorted manually. Right now, they don't go down for anything but an attendance problem. Corey is assured that down times are either brief or they could do something manual, but it would be laborious.
3. Margie—one of the benefits to Madison as a high volume library that they would like to explore is the option of a “manifest”, where if a bucket is filled for MAD at Delivery, the system can generate a barcode for the bucket. When the bucket arrives at MAD, the entire bucket can be checked in with a single scan of the barcode. Some systems show on the screen what is in the manifest and what the status is, etc. This may be a time saver for high volume locations.
- vi. Heidi asked about printing transit slips which are printed on thermal paper. Jan and Margie reported that these are recyclable in their system (Peliteri).

**5. Plan for Next meeting: September 5, 2024**

**6. Adjournment**

For more information about the Resource Sharing Workflows Work Group, contact Vicki Teal Lovely

Resource Sharing Workflows Work Group/Agenda/08-2024