

GREENWOOD PUBLIC LIBRARY USES COLLECTIONHQ TO SUPPORT RENOVATION PROJECT

Greenwood Public Library, IN is a standalone library serving a population of 30,000. collectionHQ was implemented at the library in 2014 to support collection management.



THE CHALLENGE

Following a budget crisis, Greenwood Public Library was left with a very old collection that needed to be refreshed and the staff faced the challenge of allocating new budget in line with demand. Susan Jerger, Reference & Interlibrary Loan Librarian, describes that: "We weren't entirely sure how to allocate the money that we did now have to spend. It was also hard to part with materials following the crisis."

As a standalone library, making evidence-based selection decisions was critical to ensure optimum use of shelf space.

THE SOLUTION

It was agreed by management at the library that collectionHQ could provide a solution to their challenges by offering evidence to develop budgeting processes and support collection development decisions.

THE RESULTS

MORE INFORMED SELECTION DECISIONS

collectionHQ has helped to guide selection and plan spending by providing valuable insight into what titles, authors, genres and subjects are most popular.

Susan, who specializes in Adult Fiction, explains: "I have used the Popular Author Summary to make sure we have enough titles from popular authors, instead of just making sure that the newest material is on the shelf. It gives me an area to focus on." Knowing what is in demand has also helped Susan and selectors decide how much to buy, allowing them to cut back in certain collections to provide more space.

collectionHQ Spending Plans have offered a means to allocate budget over the year based on evidence of patron demand. Susan comments: "We can create Spending Plans for Adult Fiction and Non-Fiction, then break down further for each genre to set the collection budget for the year."



Browsing at the Greenwood Public Library

KEY BENEFITS

The use of collectionHQ at Greenwood Public library has helped staff to:

- Apply evidence to budget planning
- Make demand-driven selection decisions
- Maintain regular collection management tasks
- Identify missing items
- Increase circulation of items

STREAMLINED RENOVATION PROJECT

In addition to selection and budget planning, collectionHQ was used to support a renovation project that would create more space between shelves and move the reference desk to a central location of the library where it would be more visible to patrons.

collectionHQ's comprehensive weeding action plans were used to identify and direct staff to the material that was not circulating and therefore could be removed from the shelves.

After 6 months of intense weeding, the head of the renovation project was able to see how many shelves could be removed to "open up" the library. Susan shares the results: "There is much more seating, the shelves are not bursting, and we can see better how patrons are using the library."

IMPROVED COLLECTION MAINTENANCE

collectionHQ continues to support regular maintenance to keep the collection at a high standard. Susan explains: "We don't want the collection to get out of hand again so we weed with each new dataset." Improved identification of dead, unwanted items has helped to focus planning of new material and has promoted collaboration with the library's Evergreen consortia. Susan describes: "As a standalone library we can't move (dead items) to other branches, but I do check if the item to be removed is a last copy in which case I would consider offering to another library in the consortia."

More regular collection management tasks have been greatly supported by collectionHQ's Scheduling module which allows project managers to assign tasks to staff members and monitor their progress. Staff members equally benefit from the tool by receiving notification when a task is assigned to them and a reminder of when that task is due, helping them to stay on top of their workload.

PERFORMANCE IMPROVEMENTS

Using collectionHQ has helped Susan and the team to build a collection that is more reflective of patron demand.

The 'Collection Check' tools have allowed them to clean up their catalog and identify missing items. As a result, the percentage of items in their Adult Fiction collection to "check" has reduced from 8.3% in March 2014 to 0.3% in July 2016.

In addition, the team has successfully reduced the quantity of dead items in the Adult Fiction collection by 14% over the same time period. Susan commented: "It was great to see after our clean-up project the improvements that have been made, it helps to reinforce the work we carried out."

Next, the team looks forward to continued collection performance improvements and applying the collectionHQ marketing tools to increase circulation.

CONCLUSION

Susan concludes with the benefits of collectionHQ for a single branch library: "For a standalone library the Spending Plans can be very helpful to identify where to put your money and where will it make the most impact. In a smaller library you don't have option to refresh with copies from other branches so there is less leeway when making a wrong purchase. Finally, collectionHQ supports Marketing and Evaluation which is as important in a small library as it is in a multi-branch library."



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COLLECTION PERFORMANCE IMPROVEMENT