![collectionHQ — data. insight. solutions.]

# PALOS VERDES LIBRARY DISTRICT OPTIMIZES THE PATRON EXPERIENCE WITH COLLECTIONHQ

**Palos Verdes Library District (PVLD) is a 4 branch library system serving a population of almost 70,000.** As a system which floats most of his collection, PVLD required a solution which would help to keep track of usage of all items and implement regular weeding. The implementation of collectionHQ has made significant improvements to processes and the collection at PVLD.

## THE CHALLENGE

Before the implementation of collectionHQ, Palos Verdes Library District (PVLD) faced challenges in terms of incorporating regular weeding of dead and grubby stock into the workflow of staff, continuing high standards on a tighter budget and managing lengthy and non user-friendly ILS reports.

Mary Cohen, Technical Services Department Head reflects, "We needed to get our staff to really manage their collections, to weed their collections, we had a lot of old stuff sitting on the shelves which hadn't circulated and that was looking grubby." This importance of weeding the collection was felt by all staff at PVLD however prioritizing this with no efficient or effective process in place along with staff juggling multiple extra tasks, was to prove difficult. Cohen explains "We have people who look after the adult collection and people who look after the children's collection and each have many different tasks so to have people spend their time on weeding was difficult as they had so many other time commitments."

One of those extra commitments particularly felt by Cohen was the lengthy process required to produce reports with their ILS vendor 'III'. As the system was not the most comprehensive or user-friendly, staff tended to approach Cohen with their parameters since she had the most knowledge on how to use the ILS system. This process meant that she would then have to pull multiple reports by herself and distribute these back to the appropriate person.

As the challenges of limited time for weeding, time-consuming reporting and tighter budgets were becoming more apparent, Cohen and her team were interested to find out more on collectionHQ when their peers at San Diego library introduced them to the software. Cohen explains "We had a demo with our staff and wholeheartedly agreed that the software would be great to have."

## THE OUTCOME

**FINANCIAL SAVINGS** | One way in which management at PVLD sought to work with collectionHQ was to help them manage tighter budgets through clever use of the transfer tool. If items were missing, in a grubby condition or simply were not circulating, Cohen was able to locate replacements in the other branches which she could then move to the main branch.

## KEY BENEFITS
**The adoption of collectionHQ at Palos Verdes Library District has helped:**

- Save money through effective transfer of existing items.

- Implement more effective and regular weeding patterns.

- Free up staff time for other tasks.

- Better manage space according to popular items.

- Develop specialist sections for different collections.

Cohen illustrated "We have one main branch that is really busy and two smaller branches where circulation is not as high and so we found some items on their shelf which we could transfer to the main branch to replace grubby items. We found that we didn't need to purchase additional copies, we could just move over an existing copy and save money."

PVLD also endeavors to utilize collectionHQ to plan budgets in an evidence based, cost effective manner which was not possible before the inception of the software. Cohen, highlights how she will use collectionHQ for the adult foreign language collection, "I have investigated the spending plan portion with our adult foreign language items for which we have a small budget of $16,000. I now have an idea of our highest circulating foreign language books which are Chinese, Japanese and Korean." This insight provided by the software has therefore revealed those items where most budget should be spent and also areas where they need not allocate as much money. For example, Cohen explained that prior to collectionHQ the staff had suspicions that their Arabic department was not circulating well which were confirmed when the software advised they spend $5 on that collection!

It is informed purchasing decisions like these which will help PVLD avoid making wasteful purchases.

**TIME SAVINGS** | Not only has the implementation of collectionHQ helped PVLD to save money, but it has also streamlined many every day processes which beforehand were manual, labor-intensive tasks.

One of those activities which was once very time consuming was weeding. Cohen's team can now produce easy-to-run reports which analyze the collection and highlight any items which are dead, grubby or missing. Cohen describes how these reports have helped her to work through the weeding process, "initial lists were long as it had been so long since we weeded but I am now in my second or third cycle of my dead or grubby and my lists are much shorter."

Overall the inception of collectionHQ and the ease of which once lengthy reports can now be processed, has freed up staff time for other tasks. Cohen comments "the feedback (from staff) is very positive, they love using the software and especially the transfer function. Myself and the staff believe that with the process of doing the collection check then you do grubby and then you do dead, the system is really giving the book a second, third and fourth chance that when you reach that dead cycle where it hasn't circulated, you then know it's time to get rid of it."

**PERFORMANCE IMPROVEMENTS** | The inception of collectionHQ has introduced the staff at PVLD to unique tools which have helped to improve the overall experience for customers.

One project where collectionHQ demonstrated its performance improvement capabilities was a space planning initiative. In order to launch this scheme, staff at PVLD had to remove a lot of old, grubby items from the shelves and with a collection which had not been weeded in so long, this was to prove a fruitful task. Some more specific examples come from the adult and juvenile fiction sections. For instance, when collectionHQ was first implemented at PVLD, 20% of the adult fiction collection was in grubby condition. Having used the software to help weed these items saw this percentage drop to 5%. As for the juvenile fiction collection, dead stock used to make up almost 50%. After some work with collectionHQ, however, dead stock within this collection was reduced to 2%.

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