



CASE STUDY

INTRODUCING A DATA-DRIVEN WORKFLOW AT OAK RIDGE PUBLIC LIBRARY



save**TIME**



save**MONEY**



improve**PERFORMANCE**



The Oak Ridge Public Library, Tennessee, is a single branch library system serving a population of more than 29,000. For years, the library lacked a regular weeding routine, which led to parts of the collection being overstocked with less space available for higher demand collections.

THE SOLUTION

Library Director Julie Forkner identified the need for a comprehensive solution that would support efficient, community-driven collection development: from selection through to item removal and cost recovery. collectionHQ was introduced at the library to drive performance improvements, with ESP - Evidence-based Selection Planning added to support the selection of new and forthcoming titles. Completing this three-part data driven workflow, the Sustainable Shelves Program (SSP) was implemented to support the responsible removal of weeded items. Thanks to items resold through the SSP, Julie could contribute credits towards 50% of the library's collectionHQ subscription to maintain a high performing, relevant collection.

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COMMUNITY-DRIVEN COLLECTION MANAGEMENT

The introduction of collectionHQ provided library staff with evidence-based action plans to support more efficient weeding, selection and item movement workflows. Julie commented: "Because we were able to target specific areas of our collection and haven't had a thorough weeding routine in the history of our library, we were able to make significant changes."

One of those changes was to reduce the overstocked Adult Non-Fiction collection and extend the library's in-demand local history collection. Julie said, "Oak Ridge has a unique history, and it is a need in our community to have a place that makes that history available." By using collectionHQ's weeding action plans along with evidence of understocked and overstocked collections, the staff was able to remove unwanted or overused items from the Adult Non-Fiction collection to make more space for the library's local history collection to satisfy patron needs.

EVIDENCE-BASED SELECTION DECISIONS

By analyzing evidence from collectionHQ, along with reviews and other data points, ESP has enabled staff to make more informed selection decisions about the right current and pre-published titles for the library's community. Prior to using predictive analytics from ESP, selection was a very paper heavy and manual process which relied on staff intuition and previous circulation numbers for established authors to determine what patrons wanted to read.

Julie explained the difference that ESP has made to collection development at the library: "ESP has revolutionized the way we do our selection. Having a system where I can discover the titles that we need and new titles, instead of relying on gut instinct, has streamlined our process significantly. Additionally, our previous method of relying solely on circulation numbers of previous titles meant our collection rarely let in new, unknown authors. Our selection process used to take all month, whereas now I can do this in a day and feel confident about what I am ordering. And from a director's point of view, I have the data to back up my decisions and justify spending."



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JULIE FORKNER
Oak Ridge Public Library Director

SUSTAINABLE WEEDING

Introducing the Sustainable Shelves Program (SSP) has offered the staff at Oak Ridge Public Library an end-to-end collection development workflow, all through one vendor. Weeding action plans directly from collectionHQ offer a comprehensive list of items that can be submitted to SSP which will categorize the items into two groups: resale or recycle. Books are then collected at no cost, and the library is credited for collection after receipt.

GiGi Bayne, Library/Patron & Community Services Librarian, commented: “Altogether, the combination of being able to see what hasn’t circulated against what is needed for the community, coupled with SSP being able to take away those boxes sustainably, has enabled us to begin to create the collection that our patrons asked for.”



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—GIGI BAYNE
*Library/Patron, Community
Services Librarian*



KEY BENEFITS

**Reduced Dead on
Arrival percentage
of collection**

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**Evidence based
purchasing decisions**

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**Better use of
existing material**

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**Improved weeding
processes**