

FLOATING COLLECTIONS: A MODEL FOR CHANGE

**FLOATING COLLECTIONS:
A MODEL FOR CHANGE**

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Agenda

- ▣ What are Floating Collections
- ▣ Why Float?
- ▣ Concerns
- ▣ Library Experiences and Results
- ▣ Implementing a Floating Collection
- ▣ Importance of Staff Buy-in
- ▣ How to Get Staff to Buy-in
- ▣ Case Study: San Diego County Library

What is a floating or 'shared' collection?

- ▣ One system - one collection
- ▣ Floating not owning
- ▣ Shelved where returned
- ▣ Location updated

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What is a floating collection, cont.

- ❑ No 'home' location
- ❑ Only patron requests pass through delivery
- ❑ Items not picked up re-shelved at requesting location
- ❑ Patron-driven collection management
- ❑ Library size less important
- ❑ Local interests drive what's in the collection

Survey

- ❑ How many of you have had or currently have a floating/shared collection of some kind? What do you think of floating collections?



Why float?

- ❑ Volume of delivery among libraries cut
- ❑ Availability of materials heightened
- ❑ Ergonomic strain reduced
- ❑ Materials budget stretched
- ❑ Equitable access
- ❑ Patron controlled collections
- ❑ Processing reduced

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Concerns

- ❑ Lack of staff buy-in
- ❑ Belief in one method over the other
- ❑ Lack of guidelines
- ❑ Lack of training
- ❑ Less knowledge of collections
- ❑ Less/more specialization in branches
- ❑ System outlook vs. local outlook
- ❑ Incompatible ILS
- ❑ Friends of the Library upset

Results from Library Systems

- ❑ Charlotte Mecklenburg (SC)
- ❑ Hennepin County Library (MN)
- ❑ Jefferson County (CO) Public Library
- ❑ Sarasota (FL) Public Library

Charlotte Mecklenburg (SC)

- ❑ Reduced delivery by 44%
- ❑ Increased circulation by 11%

• Putting the Puzzle Together: Managing a Floating Collection. Presentation at the Public Library Association Conference 2010

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Hennepin County Library

- ❑ 66-76% decrease in delivery volume
- ❑ 75% decrease in delivery volume of videos
- ❑ 20 hours of circulation time saved per library
- ❑ Staff able to redirect their efforts to customer service and away from back-room activities
- ❑ Decreased worker compensation claims

❖ Hennepin County Library's Floating Collections Project Team Report (2004)

Jefferson County (CO) PL

- ❑ 30,000 items a month were returned directly to the shelves instead of being placed in delivery
- ❑ Redeployment of 160 hours per week of staff time to other activities
- ❑ Worker's compensation claims dropped significantly
- ❑ Reduced total delivery volume by 67%

❖ Putting the Puzzle Together: Managing a Floating Collection. Presentation at the Public Library Association Conference 2010

Sarasota County (FL) Library

- ❑ In August and September 2007, 2,100 bins were transported through delivery; in May and June 2008, the number was down to 1,300

❖ Maximum Floatation: Floating our Collections. Presentation at the Florida Library Association 2009

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Question for participants

- ❑ If you don't have a floating collection, would you now consider one?



Implementing a Floating Collection

Things to Consider

- ❑ Before deciding
- ❑ During the process
- ❑ Tracking the results

Before Deciding

- ❑ Assessing the current collection
- ❑ Role of weeding
- ❑ Benefit of starting small
- ❑ Building benchmarks
- ❑ Presenting success stories

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During the Process

- ☐ Feeling the pulse of customers
- ☐ Monitoring the changes to shelves and delivery bins
- ☐ Examining circulation figures

Tracking the Results

- ☐ Data analysis
- ☐ Revising policies and procedures
- ☐ Sharing successful stories with staff and customers

Leading Staff to Floating Collections

- ☐ Importance of staff buy-in
- ☐ How to get staff to buy-in
- ☐ Selling points

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Importance of Staff Buy-in

- ❑ Staff as stewards to public & Friends groups
- ❑ Manage day to day float functions
- ❑ Avoid unproductive behaviors
- ❑ Overall job satisfaction

How to Get Staff to Buy-in?

- ❑ Create Urgency
- ❑ Find champions
- ❑ Develop and Communicate the Vision
- ❑ Remove Obstacles
- ❑ Short-Term Wins
- ❑ Build on the Change
- ❑ Anchor Change

❖ Kotter's 8-Step Change Model: implementing change powerfully and successfully
www.mindtools.com/pages/article/newPPM_82.htm

How to Get Staff to Buy-in?

- ❑ More staff time
- ❑ Fewer workplace injuries
- ❑ Stretch the materials budget
- ❑ Continuously refreshing collections

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**Case Study:
San Diego County Library**

Description

- ❑ 33 branches and 2 mobile libraries
- ❑ 2 ½ hours & 100 miles from 2 farthest locations
- ❑ Shipping trucks log 2600-2800 miles each week

Change Motivators

- ❑ Increase in Circulation :
 - 4.8 million in FY 03/04 to 10 million in FY 09/10
- ❑ Delivery limitations
- ❑ New Director

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Buy-in - Staff

- ☐ Identified Champions
- ☐ Communication - early and often
 - All Staff Training
 - Regional Meetings
 - Guest appearances at EVERY meeting
 - Personal Interactions
- ☐ Forged Ahead

Buy-in - Staff

- ☐ Staff concerns addressed:
 - I won't know my collection
 - My customers won't be able to find things (Labeling)
 - I won't have what my customers want, when they want it

Buy-in - Friends

- ☐ Presentations at Friends meetings
- ☐ Focused benefits on Friends priorities
- ☐ Some groups took longer to accept

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Phased Implementation

- ☐ Formats added one at a time:
 - May 07 - Audiobooks
 - Sept 07 - Music
 - Jan 08 - Large Print
 - Mar 08 - DVD
 - June 08 - Fiction
 - Sept 09 - Non-Fiction

Results

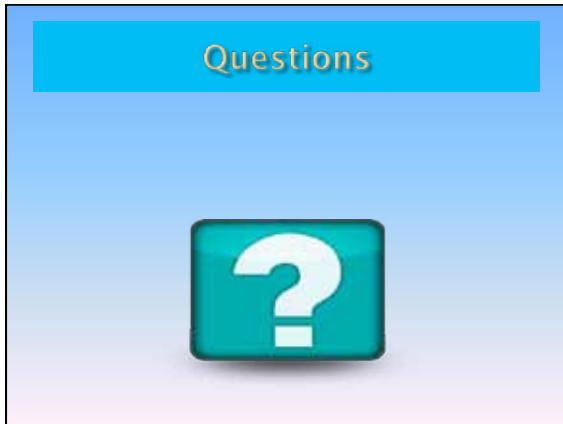
- ☐ All materials, except for special collections, now float.
- ☐ 33% reduction of items "in-transit"
- ☐ More purchasing power as budget reduces
- ☐ 80% increase in # of Programs offered

Concerns

- ☐ Weeding procedures
- ☐ Balancing collections
- ☐ Who repairs what?

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