

Patron Empowerment

WILUIG Conference

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E-Commerce

Implementation

- Straightforward. Innovative was helpful with setup.
- Setup up online payment processor, we used Verisign, and then turned on E-Commerce.

How successful has it been?

- Within first two days took in about \$100
- We have taken in anywhere between \$500 and \$1200 per month through E-Commerce.
- No issues with security or the processing of payments.
- Innovative has not gotten Donation feature to function.
- E-Commerce module currently cannot process payments for Inn-Reach items or other charges not attached to an item record.

Things to watch out for:

- When we first offered the service we wish we had a clearer sense of what information Innovative could give us about transactions, and what information our online payment processor, Verisign, could give us.
- Patrons must pay the entire amount of individual charges, although they can choose which charges to pay.

My Reading History

Implementation

- Feature can be turned on through Circulation Options. Can be limited to specified PTYPEs.
- Did minimal customization, created an FAQ page for patrons and then turned feature on.
- FAQ addressed patron privacy concerns about the storage and accessibility of patron reading history.

- We set feature up so patrons would have to opt-in to turn it on for their account.

How successful has it been?

- Very successful. Feature has been glitch-free and we are very pleased with it.

Things to watch out for:

- Be clear and up front in addressing privacy concerns.
- Patrons control their Reading History:
 - They can choose to delete individual titles from their reading history.
 - They can opt-out at any time, deleting their entire Reading History.
- Item must remain checked out to patron overnight, before it appears in their Reading History.
- Currently, Inn-Reach items will not be recording in My Reading History.

Self-Service Reserve Shelves

Implementation

- Outside of the technological hurdles, we have encountered very few problems.
- Renamed an existing pickup location.
- Used customized, 3rd party software to create pickup slips which allowed patrons to identify their materials, but still maintained their privacy.

How successful has it been?

- Overall, the move has been very successful.
- We have had no issues with patrons taking other's items.
- Self-service shelves have freed Circ Staff and speed up checkout.
- The 3rd party "Print Wizard" software that we use to produce pickup slips sometimes falters and the "Print Wizard" software needs to be restarted.
- We are hopeful that print templates that Innovative will begin offering In Release 2006 will allow us to get away from having to use the Print Wizard software.

Things to watch out for:

- Be prepared to respond to patrons who have concerns about their items being available in a public area and be sure to maintain an alternative non-public pickup location.
- Be clear on how you will handle issues arising when family members grab reserves for other family members.
- Despite our best efforts, truncation of patron names has sometimes left us with identical patron information for 2 unique patrons (Father and Son with same name living at same address).