

Tech Services Board Report
June 2013
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Since the last Tech Services report in October, the department has experienced some movement. We were sad to see Larry Dishman, our part-time library technician, accept a full-time position at the John and Judy Gay Library. Holly Malone, from Public Services, has replaced Larry and is currently training on how to use the Interlibrary Loan system (ILL). Kimberly Bowen who formerly oversaw the receiving and invoicing of acquisitions and the ILL staff is now cataloging along with overseeing ILL. Kimberly's move opened her position and Angie Morales was promoted from library technician to senior library technician. Angie now oversees the receiving and invoicing of acquisitions, building maintenance, and one staff member. The last change Tech Services made was moving Jason Giang from JJGL to Hall. Jason is our full-time staff member who works with fulfilling ILLs for patrons. Although there has been much movement, the transitions have gone smoothly.

When the John and Judy Gay Library opened full time in December we thought it would be beneficial to patrons to have an Interlibrary Loan point person at the library. Larry Dishman became that person when he assumed the duties as a full-time library assistant at JJGL. Since Larry was already familiar with ILL duties from his part-time position at Hall, it was logical for him to assume these duties at JJGL. The addition of an ILL point person at JJGL has allowed the processing time of materials to be quicker. Larry now calls or e-mails patrons upon receipt of requested materials. In the past we would make these calls or e-mails from Hall and tell patrons they would need to wait one to two days for delivery to JJGL. Larry is also able to return items in the ILL system which allows patrons to place new requests quickly. In the past, items could not be returned in the ILL system until they were returned to Hall. Since almost 50% of our ILL requests come from JJGL, having a staff member who knows how to process interlibrary loans has been a wonderful addition to patron services at the library.

In the fall, the city's Information Technology department replaced all staff computers. Library staff is now using all-in-one HP computers with Windows 7 and Microsoft Office 2010. After the city-wide rollout IT began replacing the public computers at both libraries. As of today both computer labs, catalog computers, and the database computers have been replaced. We also had the four training room computers and the four training laptops at Hall replaced. Once the update was complete, the library was able to resume its basic computer classes. This has been a great experience for staff and library patrons. The updated computers have allowed patrons to work with the same updated software as staff. Students from the local schools are now able to do their homework on the same software they use in school and patrons who bring their own computers to the classes are able to learn from the same software the library uses for lessons.

I will be attending the yearly American Library Association Conference in Chicago at the end of June. ALA is a valuable conference to attend as I not only get to attend interesting and thought-provoking sessions but I get to network with my peers and come home with future ideas for the library. I am looking forward to attending sessions on leadership and finding out more about patron-driven acquisitions. This new trend focuses on finding out what the library patron is reading rather than purchasing materials solely on journal reviews. While the library does a great job of purchasing based on patron request, I feel we should always explore ways to make the patron browsing experience better and to expand our collections and resources for our patrons. I am excited about the opportunity to attend the conference and know that I will come back with new ideas to share with the library.