A Large, Multi-campus, Academic Library With a Floating Collection

Barbara Coopey

Access Services Conference
November 14, 2014
“If the University Libraries collection is one collection geographically dispersed, why do we have to ship our books back to the library of origin after they have been returned by a patron?”

2009: Task Force formed to investigate

*floating collection* is a group of items that are not housed permanently at one specific library, but instead are shelved in the library where they were most recently discharged.
Penn State is ranked in the top 50 higher educational institutions (CWUR)
University Libraries

Rank 9th among North American research libraries

ARL Library Investment Index 2012/13

7 million volumes
400,000 ebooks
4 million fulltext downloads
University Libraries

“One library geographically dispersed” across 23 campus locations

All library resources & services are offered to Penn State faculty, staff, & students, regardless of their campus affiliation or location.
University Libraries

One ILS (Integrated Library System)

Holds are shipped daily among libraries
WHAT?

A Floating Collection?

Maybe!
Makes Sense.

We Can Do It!!
QUESTIONS!!!

Have other libraries tried this?

What should float?

How much could float?

Would there be enough shelving space?
QUESTIONS!!!

Could our ILS support floating?

Would a floating collection work for some library locations but not others?

Will there be any shipping costs savings?

Should we run a pilot?
A Risky Undertaking

Would a floating collection work within a complex ILS environment across multiple locations with millions of volumes?

Would it work in our ILS that had been customized over the years to meet our unique demands?
A Risky Undertaking

What could be some consequences of introducing floating books into this system?

Would we end up with major technical and/or service issues as a result of a floating collection?
Benchmarking

- Literature review
- Internet search
- Email lists
  - ALCTS e-forum
  - LIB-CIRCPLUS
  - SirsiDynix LISTSERV
- Survey via LIB-CIRCPLUS
- Personal interviews

Public Libraries float among branch libraries

- Improved customer service
- Saved shipping & staff time

- Uneven distribution
- Need to weed first
- Need for consistent policies
- Threat to local collection development
Penn State Model

Research library

Weeding not possible

Subset to float (circulating monographs)

Retain original owning library location

<table>
<thead>
<tr>
<th>Item information</th>
<th></th>
<th>Copy number:</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Item ID:</td>
<td>000070158991</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Type:</td>
<td>BOOKFLOAT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Item library:</td>
<td>ALTOONA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Home location:</td>
<td>STACKS-AA</td>
<td>Current location:</td>
<td>STACKS-AA</td>
</tr>
</tbody>
</table>

ILS Staff Client display
Analysis of Shipping Data

<table>
<thead>
<tr>
<th>In Transit to</th>
<th>For HOLD</th>
<th>For SHELVING</th>
<th>For RESERVE</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abington</td>
<td>47</td>
<td>37</td>
<td>0</td>
<td>84</td>
</tr>
<tr>
<td>Altoona</td>
<td>177</td>
<td>89</td>
<td>0</td>
<td>266</td>
</tr>
<tr>
<td>Beaver</td>
<td>19</td>
<td>20</td>
<td>0</td>
<td>39</td>
</tr>
<tr>
<td>Behrend</td>
<td>132</td>
<td>108</td>
<td>0</td>
<td>240</td>
</tr>
<tr>
<td>Berks</td>
<td>99</td>
<td>48</td>
<td>0</td>
<td>147</td>
</tr>
<tr>
<td>Brandywine</td>
<td>55</td>
<td>45</td>
<td>0</td>
<td>100</td>
</tr>
<tr>
<td>DuBois</td>
<td>32</td>
<td>32</td>
<td>0</td>
<td>64</td>
</tr>
<tr>
<td>Fayette</td>
<td>40</td>
<td>58</td>
<td>0</td>
<td>98</td>
</tr>
</tbody>
</table>

Shipping Data March 22, 2010 to May 22, 2010

<table>
<thead>
<tr>
<th></th>
<th>Fayette</th>
<th>Harrisburg</th>
<th>York</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of books that would remain in the library (had no hold)</td>
<td>134</td>
<td>647</td>
<td>194</td>
</tr>
<tr>
<td>Packages that the library would not need to ship (shipping savings)</td>
<td>55</td>
<td>202</td>
<td>101</td>
</tr>
<tr>
<td>Number of books sent to other campus libraries to fulfill holds</td>
<td>142</td>
<td>477</td>
<td>162</td>
</tr>
<tr>
<td>Net gain of books staying in the library</td>
<td>-8</td>
<td>170</td>
<td>32</td>
</tr>
<tr>
<td>Additional shelving needed in the library (measured in inches)</td>
<td>-12</td>
<td>255</td>
<td>48</td>
</tr>
</tbody>
</table>

Estimated Shipping Savings for a Year (based on the 9 week data and 2009 IDS shipping data)

<table>
<thead>
<tr>
<th></th>
<th>Fayette</th>
<th>Harrisburg</th>
<th>York</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number IDS packages shipped in 2009</td>
<td>2455</td>
<td>5341</td>
<td>2733</td>
</tr>
<tr>
<td>Estimated reduction in the number of packages</td>
<td>311</td>
<td>1144</td>
<td>572</td>
</tr>
<tr>
<td>Possible number of IDS packages shipped</td>
<td>2144</td>
<td>4197</td>
<td>2161</td>
</tr>
</tbody>
</table>
Surveying Stakeholders

Library faculty and staff

Understood concept
Collection should be used
Willing to see a pilot project
CD bonus for the “teaching international” across campuses

Concerns:
Confusing to use, Course reserves, New books, Shelving, Ownership of books

Technical Staff

Few processing changes since owning library is retained
Add BOOKFLOAT item type for new monographs in stacks
location of participating floating libraries
System Set Up

“Floating” feature added to our test ILS server

New item type: BOOKFLOAT

Would this subset of books function as other books in the system (holds, course reserves, discharging) yet be recognized as “floating” and remain in the library which most recently discharged them?
Issues Discovered in Testing

Dormant Reserves

Item Library vs. Home Location

Staff Client
Issues Discovered in Testing

Huge Customer Service Issue

Combined searches

Found a way to combine searches in ILS!!
We are not making any changes that we cannot change back!!!
Conversion of BOOK to BOOKFLOAT

<table>
<thead>
<tr>
<th>Pilot libraries (May 2011)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Fayette</td>
<td>41,500</td>
</tr>
<tr>
<td>Harrisburg</td>
<td>202,266</td>
</tr>
<tr>
<td>Hazleton</td>
<td>55,643</td>
</tr>
<tr>
<td>York</td>
<td>59,458</td>
</tr>
<tr>
<td><strong>Total:</strong></td>
<td>358,867</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Phase Two Libraries (Feb 2013)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Behrend</td>
<td>108,547</td>
</tr>
<tr>
<td>Greater Allegheny</td>
<td>39,025</td>
</tr>
<tr>
<td>Lehigh Valley</td>
<td>10,233</td>
</tr>
<tr>
<td>Mont Alto</td>
<td>30,168</td>
</tr>
<tr>
<td>Schuylkill</td>
<td>40,803</td>
</tr>
<tr>
<td>Shenango</td>
<td>18,937</td>
</tr>
<tr>
<td><strong>Total:</strong></td>
<td>247,713</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Phase Three Libraries (Nov 2012)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Abington</td>
<td>63,435</td>
</tr>
<tr>
<td>Altoona</td>
<td>69,077</td>
</tr>
<tr>
<td>Beaver</td>
<td>26,206</td>
</tr>
<tr>
<td>Berks</td>
<td>46,649</td>
</tr>
<tr>
<td>Brandywine</td>
<td>44,106</td>
</tr>
<tr>
<td>DuBois</td>
<td>18,871</td>
</tr>
<tr>
<td>New Kensington</td>
<td>14,668</td>
</tr>
<tr>
<td>Wilkes Barre</td>
<td>25,735</td>
</tr>
<tr>
<td>W Scranton</td>
<td>49,719</td>
</tr>
<tr>
<td><strong>Total:</strong></td>
<td>358,466</td>
</tr>
</tbody>
</table>

**Total Converted:** 965,046

**Plus:**

New books with the BOOKFLOAT item type are added daily
Benefits

System record cleanup
Discovering how to combine BOOK and BOOKFLOAT in one search

Shipping savings
staff time processing
reduction in packages

Books that are “new” to a library
Less time books spend “in transit”
Benefits: Shipping Savings

IDS = Interlibrary Delivery Service of Pennsylvania (http://www.idspa.org/)
Benefits: “New” books to a library

Growth of Floating Books Residing at Other Libraries

- May 2013
- July 2013
- September 2013
- January 2014
- May 2014
- September 2014
Distribution of Net Gain/Loss

Net Gain/Loss of Floating Books

- May 2013
- July 2013
- Sept 2013
- Jan 2014
- May 2014
- Sept 2014
Distribution

Distribution of Floating Books at Other Libraries

- Sept 2014
- May 2014
- Jan 2014
- Sept 2013
- July 2013
- May 2013

Locations:
- Abington
- Altoona
- Beaver
- Behrend
- Berks
- Brandywine
- Dubois
- Fayette
- Gallegeny
- Harrisburg
- Hazleton
- Lehigh
- Mont Alto
- New Kensington
- Schuylkill
- Shenango
- Wilkes-Barre
- WSC
- York
Continuing Issues

- ILS staff client record display
  This book is on Harrisburg’s shelf

- Frustration with the limitations of the ILS FC feature

- 2 different security systems used

- Complicated some processes – lost book
Continuing Issues

- Books of same title or topic clustered at a library
- Returning books vs. shifting/weeding the collection
- 2 issues magnified by FC
  - New books
  - Course reserves

Action: created groups to investigate, create best practices

Collective Ownership
Next Steps

- Collection Analysis
- More item types to float
- Have separate groups of libraries that want to float more item types
- Include some University Park locations
What is needed for floating

- ILS that supports floating
  - Floating Map Wizard
- Records cleanup/weeding
  - completed remove reserve lists
  - test remove reserve lists
- Willing staff
- Documentation
- Consistent practices
Penn State Model

Penn State University Libraries have around one million floating books at nineteen campus libraries located throughout the state.

Floating Collection at Penn State

At Penn State, a floating collection is a group of books that are not housed permanently at one specific library, but instead are shelved in the library where they were most recently discharged. When a floating book is sent to a participating library, it will remain at that location after being returned by the borrower, saving the time and cost of returning it to the original library. Library users will not be able to identify floating books, other than noticing that some books they received from other library locations end up on the shelf of their library when returned.

- Floating books may be requested via "I Want It" by users at any Penn State location.
- Floating books circulate for a regular loan period.
- Floating books can be returned to any library location.

Floating Collection libraries are located at the following campuses:

https://www.libraries.psu.edu/psul/access/floatingcollection.html
Collections Mobility Task Force

Re-named the Floating Collection Expert Team (2013)

Barbara Coopey, Access Services, Chair
Valerie Allen, Cataloging and Metadata Services Serials Team
Wertney Cox, Lending Services
Barbara Eshbach, York Campus Library
Valerie Lynn, Hazleton Campus Library
Trish Notartomas, Access Services
Nonny Schlotzhauer, Social Sciences Library
Fay Youngmark, Penn State Harrisburg Library

Photos from Penn State University Libraries image collection and members of the Coopey family

Thank You!!