

Minutes of the Special SEO Advisory Committee Meeting

February 23, 2022

The SEO Advisory Committee met virtually via GoToMeeting.

Advisory Committee members in attendance:

Jessica Hermiller, BLU

Michael Limer, GCC

Brenda Miller, NMA

Sarah Clevidence, FIN

Eric Taggart, ROD

Nick Slone, ACP

Susan Titkemeier, PEM

Heather Miller, ASH

SEO staff in attendance:

John Stewart

Janice Bond

Michael Postlethwait

Jay Miley

Val Weaver

State Library staff in attendance:

Jamie Pardee

Wendy Knapp

Julia Ward

Marsha Mcdevitt-Stredney

Call to Order

Jessica Hermiller called the meeting to order at 10:08 a.m.

Introductions

State Library staff and committee members introduced themselves to the group.

Old Business

Statewide Delivery and Resource Sharing Stoppage Discussion

John began the meeting by providing the current number of items in transit which is 163,000. This is the highest it has been since the beginning of the transition to STAT as our statewide delivery service provider.

OhioLink has announced that they will begin shutdown of loaning their items on March 11. SEO libraries will begin to not fill new hold requests outside of their local area on March 4 unless some members feel it should happen sooner.

Some library locations have already started to only fill local holds and have refrained from sending items in transit.

After much thought and deliberation, it was thought best to cease filling new requests across the consortium. Requests can still be placed but not filled if your library does not own a copy. Since requests can still be placed, the patron's request will remain in the hold queue and will not lose their place in line. If the library purchases the item that is on hold, it will fill the patron's request in the order it was placed.

There will be an announcement placed on every library's Enterprise catalog, letting patrons be aware of the change in delivery service. There will be a link to a frequently asked question page on the state library website to help explain the situation. The SEO Libraries App will also contain the same message.

Wendy stated state library would update the FAQ page weekly.

John asked the committee if they prefer the shutdown to be on March 4 or would like to impose the shutdown at an earlier date. He would like to avoid any animosity between libraries and do what is best for the entire consortium.

Discussion continued with the pros and cons of instituting an earlier date for the shutdown of filling new requests outside of your local library.

Sarah Clevidence made a motion to begin shut down of filling new requests on February 28. Susan Titkemeier seconded the motion. The motion passed.

Jamie Pardee estimates it will take about three weeks to get caught up with delivering items that are stockpiled at the various warehouses. She has visited the Columbus warehouse and saw what has yet to be delivered. Her staff will work on a plan to get all these items delivered and make special deliveries to high-volume libraries.

Priority Dispatch will be using cargo bags for delivery. SEO, OhioLink & State Library purchased 3,000 totes total when we began with STAT Courier.

With Priority Dispatch being hired as a dedicated library delivery service, John anticipates delivery service to return to normal conditions around the end of April.

In the interim, John mentioned that libraries could create their own localized delivery sharing service with other libraries in their areas. He asked for libraries to create a ticket to notify SEO if this service is desired.

Heather Miller asked about the missing or lost items that were never returned, nor were they ever reimbursed for when we first made the switch from Priority Dispatch to STAT Courier. Claims were made with Priority Dispatch, and nothing was ever paid. Jamie Pardee advised the libraries to begin with a clean slate with Priority Dispatch. Those items are obviously not going to be returned, nor payment issued. Jamie did recommend that libraries stay on top of these claims going forward. Now that it will be a dedicated service, the costs will be higher, so anytime an item is lost in transit, or a library stop is not made, it is imperative to create a claim for that instance.

Michael Limer also mentioned the need to extend the hold request's expiration dates. Since it will take longer to fill some holds, this will need to be addressed.

John mentioned that when libraries join the consortium, we must do a better job of communicating the potential for increased circulation to the delivery provider. SEO will contact Priority Dispatch to let them know to expect an increase in the amount of cargo for that location.

Adjournment

Nick Slone made the motion to adjourn the meeting, with Sarah Clevidence seconding the motion. Meeting adjourned at 11:48 a.m.