PERFORMANCE DATA & PROBLEM AREAS DISCUSSION
SUNY IDS PILOT PROJECT CONFERENCE AUG.3, 2005

- not enough staff
- should use libraries in the Project first
- lending libraries and borrowing libraries should work together—takes 2 to complete a transaction—and help each others times
- we should look at making better use of our time in the day—look at what didn't get done the day before and do that first the next day
- checking the stats can sometime help to find areas that have a bottleneck
- look for help from staff members at another dept in the library for help in busy times (cross-training can help)
- weekends are not figured into the stats
- Land delivery can sometimes be the problem—checking the stats to see when an item is picked up and then delivered is good
- make sure an item is actually shipped (that it has left the building) and is not just moved to shipped on the ILL screen
- sometimes if you don't use a step in the process (like Awaiting Shipping Label Printing) it might be able to be removed so that the item can be processed sooner—quicker turnaround
- delivery method put right on the shipping label might speed up the process
- up-to-date equipment helps turnaround times
- make sure students get enough "quality" training so that items are correct the first time
- turning on "direct requests" will speed up turnaround times
- having enough equipment can help speed up time when all requests are not waiting to print from just one printer
- before going home at night, check the ILL screen to be sure nothing fell through a crack and is just sitting waiting (like it actually is sent but still listed)
- on lending side—check number in process against number of slips/straps you have printed—numbers should be the same
- use notes fields—might explain why turnaround time isn't met on particular request