**IDS Notes: Best Practices Session, Tuesday, August 04, 2009**

*\*Does not include any speaker notes or presentation information.*

**Best Practices definition challenge by audience member:**Expanding and talking about a few other things, the Center for Social Media have been developing best practices for a number of media-related resources. These are used by teachers, librarians, faculty in higher education. They have constructed best practices by getting “players” using them to identify problems, good things, quirky stuff, etc. to get a buy-in and make sure the resources are used most effectively. The best practices used this way will reduce the number irritations that will happen. Example, copyright and course reserves guidelines and best practices verses guidelines work better, what works the best way, that is the best practice (buy-in, hands-on, key players involved with the key issues). It is a common ground where we can agree (even if not the post effective). (Best practices is a community of best practices.)

**Audience Comment:**Is customizable a best practice? Does it go both ways?

**Speaker Question:**What makes best practice recognition a tough job?

**Audience Answer:**Because things change.

Context

Tradition can get in the way.

Taking from one institution and assuming it is the best without input and true assessment of the current practices. Should learn, and then incorporate new ideas if appropriate.

Comparison and going outside your system

Example of local best practice from audience member: 24 minute turn-around—why did it happen? We don’t do it every day. What happened is circ person who was cross-trained in ILL happened to come on duty after dayshift left happened to check things and someone else got on duty—serendipitous really.

**Speaker:**   
How many have found a mentor relationship in their career?

**Audience Answer:**   
Most raised their hands.

**Audience Member Comments:**  
Have an upgrade day. Most systems have downtime here and there where they upgrade. Document delivery does not tend to go down. Maybe one of the partial solutions is to take some down (not all) split membership in two, three, or four segments, goes down at different times, then have training opportunities (lock in a room with pizza until done). A rolling upgrades day idea.  
  
What about a reminder group-wide to check things (holdings, TPAM, etc) with instructions to make it easy to do.

**Audience Question about Direct Request:**Why do I want to turn on unmediated book when it still will take 1-7 days to get it? What I download it to someone’s kindle? Or buy it? Can you unmediate the purchase via a click? In academic health sciences it is about fast, not reciprocal. We want to share e-books.

**Speaker Answer:**There are many other ways to fill unmediated requests. If you are buying only 2% of the books, why slow down everyone else’s requests? Ideally there are purchasing options. ILL is sort of optimizing itself in this great way if things are free. As soon as a library charges a lending fee, it is almost inappropriate to use them because the print market is a better deal (just buy it). You can unmediate all requests to lending libraries. E books are tough to share.

**Audience Member Comment:**My staff and library is small. Direct request turned on, if it takes 30%, it cuts down on staff time. Takes work off the desk.

**Audience Member Comments:**  
Would rather pay and get it faster.  
  
Audience Member Comment:  
This is one of the most critical pieces, it all libraries could be consistent how they set up custom holdings, so that information was clear, if all libraries actually were consistent, you could understand what they want. In supporting something like this, you have a consistency in ILL and the IDS project, following the same structure; it reduces staff time, not having to worry about what they want (also updating information needed).

**Speaker Comment:**  
Dependent on local practices. (The speaker implied not necessarily doable even if ideal.)

**Audience Comments:**  
Little known fact, once you’ve loaded local holdings to OCLC, you can check them/update? (Not sure on this, it was hard to hear the person speaking, the OCLC rep will be emailing the information to IDS.)

Audience Comment:   
There are publishers that will not allow you to lend their electronic copies. It is important as we move forward, as we renew subscriptions, talking/negotiating lending electronic copies.

Some say you can lend electronic but still need to print.

Publishers are not willing to change contracts, we need to find a way to better communicate our needs and why it is important.

**Audience Comments:**   
MARC training, the local holdings discussion came up. You can do it but, serials dept had no idea the effect on ILL or the cataloging department. Like the MARC training, a great opportunity. Policies all are discussions that need to happen from different perspectives.  
  
Our acquisitions people (who handle serials) rely on ILL to find out what is working, where there are errors, etc. because they handle them more. We do a lot of follow-up and a lot of problems gert identified because of doing this.  
  
**Audience Comments:**   
This was wonderful and I plan to go through this checklist with my new ILL librarian.

From a system perspective, I keep hearing that people want examples for best practices. I wonder if participants in the process can identify from the checklist, examples of best practices, and then have poster sessions or something to share the information. People like the poster venue and you can talk to the person doing the information.

**Audience Comments:**TPAM, some members were reluctant to participate because of it, did not want their directors see it. Are we at a point to push out monthly information to directors at this point?

End of the semester snapshot would be good.

**Audience Comments:**IDS administrator’s listserv so as to not have to see all the day-to-day stuff.

**Audience Comments:**My organization, not to do with IDS, peer recognition. We are engaging in a process to do this. Perhaps this is something for IDS to encourage the implementation of best practices is to recognize people who do it?