New York Public Library

- 88 locations within 3 boroughs
  1. Manhattan (Upper & Lower)
Upper Manhattan

- 67th Street
- 96th Street
- 115th Street
- 125th Street
- Aguilar
- Bloomingdale
- Countee Cullen
- Fort Washington
- George Washington
- Hamilton Grange
- Harlem
- Inwood
- Macomb’s Bridge
- Morningside Heights
- Riverside
- St. Agnes
- Washington Heights
- Webster
- Yorkville
Lower Manhattan

- 58th Street
- Battery Park City
- Chatham Square
- Columbus
- Epiphany
- Grand Central
- Hamilton Fish Park
- Hudson Park
- Jefferson Market
- Kips Bay
- Muhlenberg
- Mulberry Street
- New Amsterdam
- Ottendorfer
- Roosevelt Island
- Seward Park
- Terence Cardinal Cooke-Cathedral
- Tompkins Square
- Andrew Heiskell Braille and Talking Book Library
- Mid-Manhattan Library
New York Public Library

- 88 locations within 3 boroughs
  1. Manhattan (Upper & Lower)
  2. Bronx
Bronx

- Bronx Library Center
- Allerton
- Belmont
- Francis Martin
- Grand Concourse
- High Bridge
- Jerome Park
- Kingsbridge
- Morrisania
- Moshulu
- Riverdale
- Sedgwick
- Spuyten Duyvil
- Tremont
- Van Cortlandt
- Van Nest
- Woodstock

- Woodlawn
- Parkchester
- Baychester
- Castle Hill
- City Island
- Clason’s Point
- Eastchester
- Edenwald
- Hunt’s Point
- Melrose
- Morris Park
- Mott Haven
- Pelham Bay
- Soundview
- Throg’s Neck
- Wakefield
- West Farms
- Westchester Square
New York Public Library

- 88 locations within 3 boroughs
  1. Manhattan (Upper & Lower)
  2. Bronx
  3. Staten Island
Staten Island

- St. George
- Dongan Hills
- Great Kills
- Huguenot Park
- Port Richmond
- Richmondtown
- New Dorp
- South Beach
- Stapleton
- Todt Hill-Westerleigh
- West New Brighton
New York Public Library

- 88 locations within 3 boroughs
  1. Manhattan (Upper & Lower)
  2. Bronx
  3. Staten Island
- Including 4 research facilities
Research Facilities

Science, Industry, and Business Library

Library of Performing Arts at Lincoln Center

Schomburg Center for Research in Black Culture

Stephen A. Schwarzman Building
Don’t fix what’s not broken?

- What IS your definition for something that is ‘broken’?
  - When was the last time you asked ‘why’ while performing a task?
    - ‘Just because’ or ‘cause it’s always done this way’ are not the correct answers
    - Newer might not necessarily mean better
      - Take in what works and leverage from the mistakes
  - Experience can become one’s blindfold
    - Why not cross train?
Does your current method make sense?

- Start asking the right questions (even if it’s only to yourself)
  - Under what circumstances does your ILL team perform separate procedures for a similar cause?
  - Find the constant
Find the constant

- Policies and Regulations
  - Circulating or In Library Use Only
  - Charge or Free
- Users
  - Undergraduate or Graduate
  - Faculty or Student
- Departments
  - Business or Medical
Does your current method make sense?

- Start asking the right questions (even if it’s only to yourself)
  - Under what circumstances does your ILL team perform separate procedures for a similar cause?
    - Find the constant
  - Which workflows are duplicated and for what purpose?
    - Can they be fused into one? Streamline!
Borrowing

- Separate print templates for loan slips
  - Circulation policy
<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patron</td>
<td>Users_LastName, Users_FirstName</td>
</tr>
<tr>
<td>Due Date</td>
<td>MERGEFIELD Transactions_DueDate</td>
</tr>
<tr>
<td>IN.</td>
<td>MERGEFIELD Transactions_TransactionNumber</td>
</tr>
<tr>
<td>Author</td>
<td>MERGEFIELD Transactions_LoanAuthor</td>
</tr>
<tr>
<td>Title</td>
<td>MERGEFIELD Transactions_LoanTitle</td>
</tr>
<tr>
<td>Pieces</td>
<td>MERGEFIELD Transactions_Pieces</td>
</tr>
<tr>
<td>Lending Library</td>
<td>MERGEFIELD Transactions_LendingLibrary</td>
</tr>
<tr>
<td>PLEASE DO NOT</td>
<td>REMOVE BAND</td>
</tr>
<tr>
<td>IN LIBRARY USE</td>
<td>ONLY</td>
</tr>
<tr>
<td>RENEWALS ALLOWED</td>
<td></td>
</tr>
<tr>
<td>COPIES ALLOWED</td>
<td></td>
</tr>
<tr>
<td>MUST BE USED</td>
<td>UNDER SUPERVISION</td>
</tr>
<tr>
<td>PICKUP BRANCH</td>
<td>PLEASE USE LABEL PROVIDED IN BOOK TO RETURN ITEM TO ILL OFFICE</td>
</tr>
<tr>
<td>PLEASE DO NOT</td>
<td>REMOVE THIS WRAPPER FROM ITEM. THERE IS A $1.00 CHARGE FOR MISSING</td>
</tr>
<tr>
<td>WRAPPERS.</td>
<td>WRAPPERS.</td>
</tr>
</tbody>
</table>

- Two week check out
- No Renewals
- $1.00 overdue fine per day
- Maximum fine is $51.00
Borrowing

- Separate print templates for loan slips
  - Circulation policy
    - In Library Use Only or Circulating
Borrowing Loan Slips (Library Use Only)

- Original template
  - Manually entered usage regulations
    - In Library Use Only
    - Renewal Approval
    - Copies Approval
    - If supervision is needed
- Any user and/or transaction information can be merged
  - But how...
What is the difference?

- Transaction Number
- ILL Number
- Title
- Author
- Article Title
- User’s First & Last Name

- In Library Use Only
- Renewal Allowed
- Copies Allowed
- Use Under Supervision
What is the difference?

**Simple Content**
- Transaction Number
- ILL Number
- Title
- Author
- Article Title
- User’s First & Last Name

**Circumstantial Content**
- In Library Use Only
- Renewal Allowed
- Copies Allowed
- Use Under Supervision
Simple Content

Book Title

«MERGEFIELD Transactions_LoanTitle»

Circumstantial Content

Renewals Allowed

{ IF { MERGEFIELD Transactions_RenewalsAllowed } ="Yes" "RENEWALS ALLOWED" "NO RENEWALS" }
{ IF { MERGEFIELD Transactions_RenewalsAllowed } = "Yes" "RENEWALS ALLOWED" "NO RENEWALS" }
Borrowing Loan Slips (Library Use Only)

- First phase
  - Implementing the ‘If...Then...Else...’ command from Word Document
Final Phase

IF {MERGEFIELD Transactions_LibraryUseOnly} = "Yes" "Patron: {MERGEFIELD Users_LastName}, {MERGEFIELD Users_FirstName}"

Due Date: {MERGEFIELD Transactions_DueDate}

TN: {MERGEFIELD Transactions_TransactionNumber}

"ILL: {MERGEFIELD "Transactions_ILLNumber"} {MERGEFIELD "Transactions_LendingLibrary"}

Barcode: {MERGEFIELD "Users_SSN"}

Author: {MERGEFIELD Transactions_LoanAuthor}

Title: {MERGEFIELD Transactions_LoanTitle}

"Pieces: {MERGEFIELD Transactions_Pieces}

"Placed At: {MERGEFIELD Transactions_LendingLibrary}

"Pick Up Branch: {MERGEFIELD Transactions_LendingLibrary}

Please do not remove band

IF {MERGEFIELD Transactions_LibraryUseOnly} = "Yes"

IN LIBRARY USE ONLY

IF {MERGEFIELD Transactions_RenewalsAllowed} = "Y"

"RENEWALS ALLOWED" "NO RENEWALS"

IF {MERGEFIELD Transactions_AllowPhotocopies} = "Y"

"COPIES ALLOWED" "NO COPIES"

IF {MERGEFIELD Transactions_Spines} = "Yes" "MUST VIEWED UNDER SUPERVISION"

CHECK HERE IF FINISHED

Barcode For This Item:

- Two-week check out
- No Renewals
- $100 fine for lost/ damaged item
- $100 overdue fine per day

PICKUP BRANCH PLEASE USE LABEL PROVIDED IN BOOK TO RETURN ITEM TO ILL OFFICE.

ILL Office Hours:

{MERGEFIELD "LocalInfo_GeneralHours"}

Phone: {MERGEFIELD "LocalInfo_GeneralPhone"}

Please do not remove band

IF {MERGEFIELD Transactions_LibraryUseOnly} = "Yes"

IN LIBRARY USE ONLY

IF {MERGEFIELD Transactions_RenewalsAllowed} = "Y"

"RENEWALS ALLOWED" "NO RENEWALS"

IF {MERGEFIELD Transactions_AllowPhotocopies} = "Y"

"COPIES ALLOWED" "NO COPIES"

IF {MERGEFIELD Transactions_Spines} = "Yes" "MUST VIEWED UNDER SUPERVISION"

CHECK HERE IF FINISHED

Barcode For This Item:

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PICKUP BRANCH PLEASE USE LABEL PROVIDED IN BOOK TO RETURN ITEM TO ILL OFFICE.

ILL Office Hours:

{MERGEFIELD "LocalInfo_GeneralHours"}
Questions?

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