



collectionHQ
data. insight. solutions.

CASE STUDY

GLEN ELLYN PUBLIC LIBRARY

Using the collectionHQ Schedule
Management Tool



save**TIME**



save**MONEY**



improve**PERFORMANCE**



Glen Ellyn Public Library in Illinois is a single branch library serving a population of more than 26,000. As a member of the LINC Libraries consortia, collectionHQ was first introduced at Glen Ellyn Public Library in 2016 and the Schedule Management Tool has been instrumental in encouraging use of collectionHQ among the staff.



ROLL OUT

The Schedule Management Tool has been used to schedule Grubby Item Removal for Juvenile 400s, Grubby Item Removal for Picture Books, Dead Item Removal for the Adult 700s and for Adult Paperbacks among other collections. The tasks were then assigned to selectors in the Youth and Adult Departments who are responsible for a variety of functions including selection, weeding, helping patrons at the public desks in the Adult and Youth Departments, outreach and programming.

Jamie Simmons, Materials Processing Department Head, explained: “We introduced the Schedule Management Tool at a department meeting to all youth department selectors. The Youth Department Director, Stephanie Rivera, created the recurring schedules for each selector so that the information would be uniform regardless of collection.” Introduction of the schedule was delivered in conjunction with collectionHQ training at the Youth Department meeting to help staff understand the tools within the schedule.

In the Adult Department, an email with a schedule of tasks from the Adult Department Director, Susan DeRonne, was sent to each selector. Susan then followed up with each selector on a one-to-one basis to discuss the schedule of tasks in more detail.

STAFF PERCEPTION

As with many new processes, the roll out of collectionHQ Action Plans can present some resistance from staff that can be solved with training and education about the benefits of the tool. Introduction of the collectionHQ schedule to staff at the Glen Ellyn Public Library, however,

received no resistance and was welcomed by staff who found the regular reminders to carry out Action Plans very useful indeed. Jamie shared: “Staff like that the reports are emailed to them, so they don’t have to manually run the reports at the start of each month.”

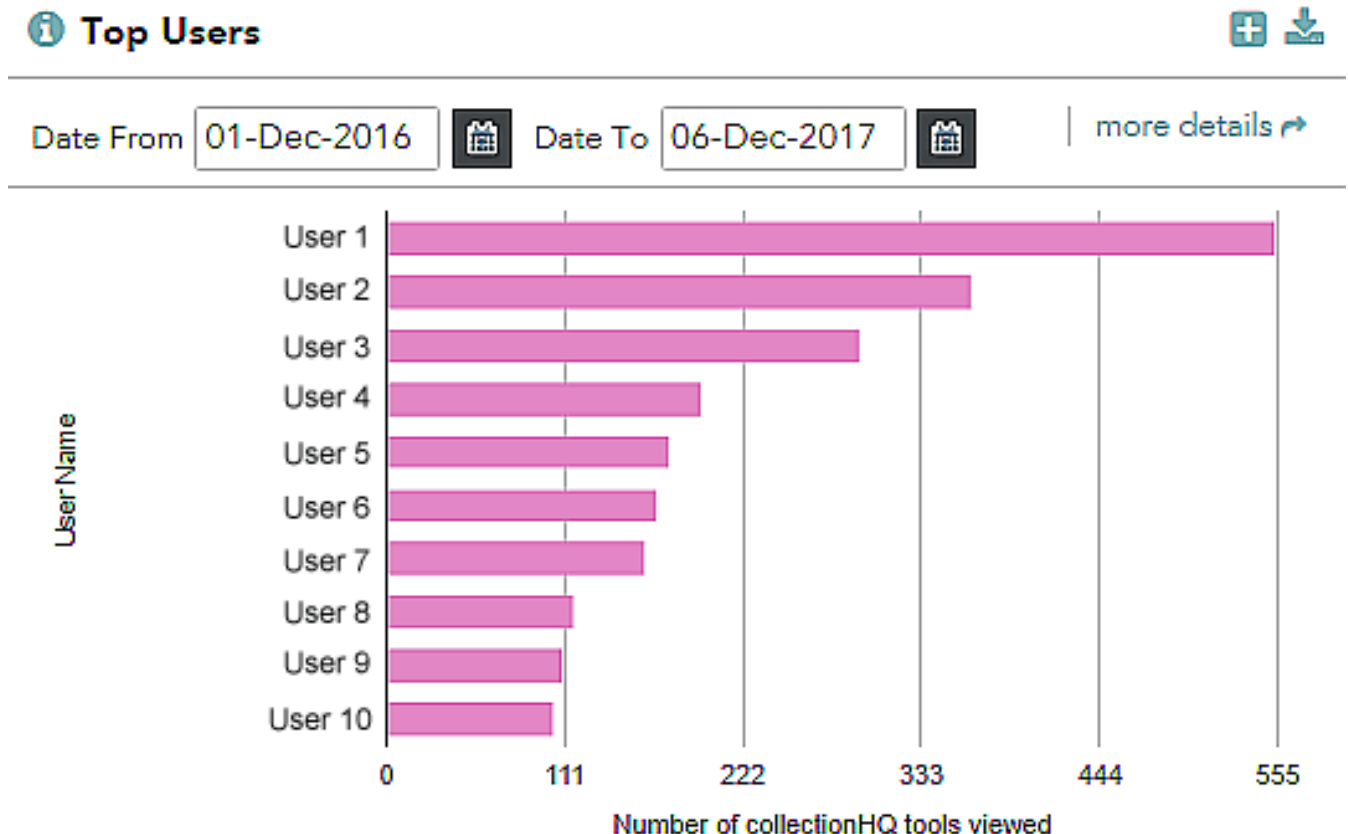
On the whole, the Schedule Management Tool was easy to implement. Only one question was raised by some selectors who queried whether collectionHQ reports could be downloaded straight from the reminder email; in response, Department Directors provided training to remind staff to log in to collectionHQ to take action on scheduled tasks.

SCHEDULE MANAGEMENT

Initial set up of the schedule and allocation of tasks is managed by the Youth and Adult Department Directors for their respective teams. Once the schedule is available, managing it is simple with little requirement for ongoing updates. For example, Stephanie, the Youth Department Director, updates the schedule only if a member of the staff joins or leaves, otherwise the scheduled tasks recur so that minimal changes are required. In the Adult Department, Susan plans the schedule with a fixed number of months and so only needs to adjust when the end of that time period is approaching, at which point a new schedule will be created.

BENEFITS

Overall, both Susan and Stephanie agree that the Schedule Management Tool helps to encourage regular collection improvements with collectionHQ and ensures that staff are carrying out the right tasks at the right time. As a result of introducing the Schedule Management Tool, both Directors have noticed an improvement in collectionHQ usage presented in the Dashboard and can reinforce this increased usage by monitoring the number of missed tasks in each schedule.



All Tool Use (All Users)



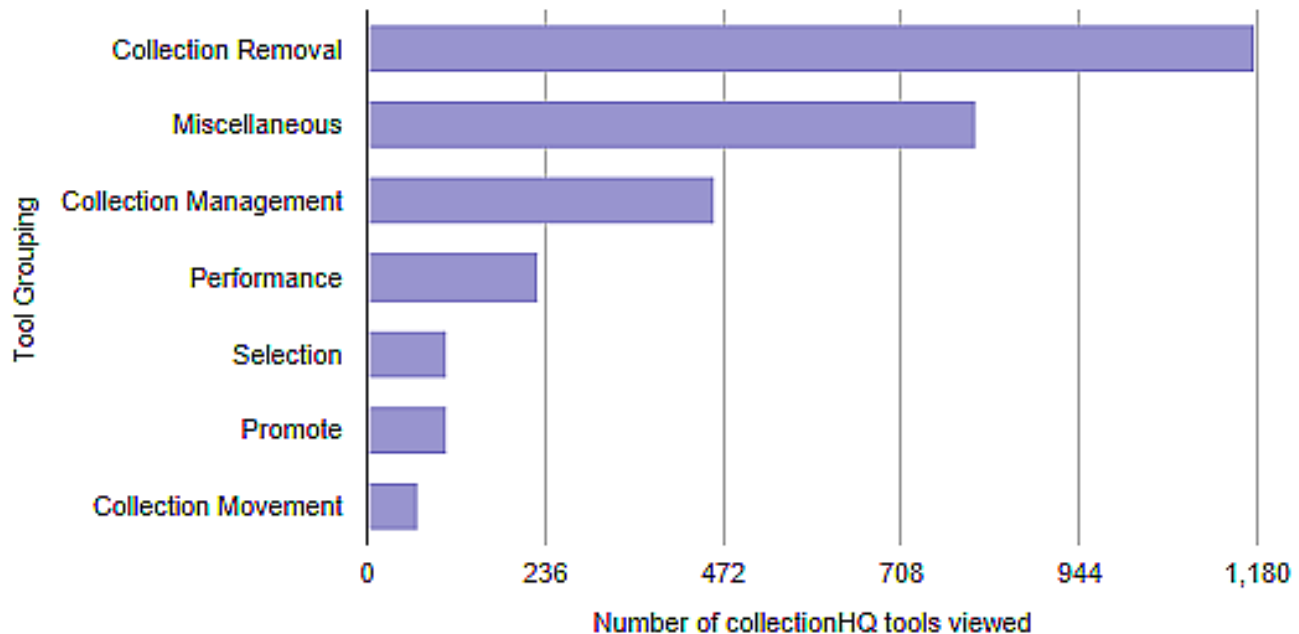
Date From 06-Dec-2016



Date To 06-Dec-2017



[more details](#)



TOP TIPS

Based on their experience, the team at Glen Ellyn Public Library offered the following tips for other libraries when using the Schedule Management Tool:

1. Schedule far in advance; I made recurring schedules that repeat through 2020, and it's been much easier from a time management perspective.
2. Show staff how it will save them time; if they realize that they're getting the report emailed to them, they may be more likely to embrace it.
3. Be accurate in your explanation of how the email works.
4. Stagger tasks for each individual to keep the work manageable and sustainable. Be mindful of timeframes for each task to avoid overload which will only limit progress with collectionHQ.





**KEY
BENEFITS**

Staff time savings

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Increased staff use

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**Monitor task
completion**

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**Improve
performance**

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