

Infopass Meeting - 10/22/15

AGENDA

Introductions

Background

Discussion

- Given other resource sharing initiatives you participate in, what does an ideal Infopass initiative look like?
- Given other resource sharing initiatives you participate in, what is the unique value of Infopass as it stands? What additional value could be developed or encouraged?
- How do we bridge the gap between what Infopass is and what you would like it to be, if at all?
- What are your hopes for Infopass membership, existing and new?
- What does the ideal Infopass platform look like?
- Any input to offer to WiLS, in terms of management or role?

Next Steps

WiLS will document this conversation and send out to group for input. If applicable, WiLS will provide a plan for moving forward, with estimated costs and timeline.

NOTES

Generally, the group felt that they would like to know more about how and how often Infopass is being used before making a decision if it should continue or be improved.

Specific discussion:

Infopass requests are generally:

- Not used very often - a few times a month at most.
- Either a product of (often lengthy) reference interviews, or used repeatedly by patrons who know about it.
- A last resort by reference staff for locating a resource for a user.
- Most useful when the lending library is near the requesting library.

Infopasses are beneficial because:

- 24 hour turnaround (as opposed to ILL).
- For some small libraries, they may be the only resource sharing / ILL option.
- Integrates not only public, K12, and academic libraries, but also allows access to corporate and other special library materials.
- There is no charge to the patron.

Infopass can be problematic because:

- Users have to make two stops to get their materials - at the requesting library then again at the lending library.

- Discovery is difficult because of the multiple catalogs that need to be searched for an Infopass request; item availability is not necessarily clear.
- They are used so infrequently, it's difficult to keep staff trained on how to make requests. Also, since they are used so infrequently, it may not be worth the time training staff on how to make requests.
- Global and local policies are unclear or not expressed. Policy sticking points include:
 - expiration dates on requests
 - format-specific lending restrictions
 - item loss responsibility and procedures
 - item retrieval procedures
 - patron blocks on requests
- The platform interface is not as intuitive as it could be, and has some buggy or unclear functionality; lacks print and search capability.

Outstanding questions:

- What resource sharing are other consortia in the area doing? SWITCH, WISPALS, etc.
- Is there a way to configure a discovery option through WorldCat?
- What input do other participating libraries have to offer, especially regarding what types of patrons primarily use it, what types of materials are primarily requested or lent, how they typically determine Infopass is the best fit for a request, and how much time that determination typically takes.
- Is there documentation that exists or can be developed to help define what types of needs are best filled by Infopass?
- Are there outside-the-box ways to consider spending the budget to meet the local resource sharing needs? Delivery services between libraries, etc.?