

Yaki-talk

June 1997

The Yakima Valley Regional Library Newsletter

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Internet Policy Develops

The Yakima Valley Regional Library was awarded federal grants for putting one Internet terminal into each community library. The awards were announced Friday, June 13. (See Anne Haley's column, p. 2, for more on the changes we all face.) Anne Haley drew together community librarians who had volunteered during the discussion of policies at the Spring Workshop on May 2, and some staff from Headquarters. The following is a report for Yaki-Talk from Terry Walker:

On June 11, an interest group met to discuss developing an Internet policy. Present were Anne Haley, YVRL Director; Mary Lou McGalliard, Deputy Director; David Little, Technical Support; Karen Spence, Children's Services; Deb Stilson, Young Adult; Cynthia Garrick and Diane Tufts, Reference; and community librarians Clara Eustis (Selah), Kay Saunders (Sunnyside), Terry Walker (Terrace Heights), Alice Fleming (Toppenish).

We looked at what services could be offered: WWW (world-wide-web sites), E-mail, Telenet, downloading to disks (should we offer formatted disks?), printing (charge/no charge?), periodicals on line, chat rooms, word processing, etc.

We discussed issues of access and security: positioning equipment to keep toddlers off the keyboards, but still allow privacy and ADA access. Should we impose time limits or minimum age limits? How many people around the terminal is too many? Should use be restricted to library card holders? Should we have sign-ups or reservations

for computer time? Karen, Kay and Clara have public access terminal in their areas and had some good ideas.

Preparing the public and staff for this added resource will require some training. What Internet is (and isn't), child safety and the parent's role, and how to work the equipment were topics that surfaced throughout our discussion.

How do we cover all of these issues in a policy that will work for all of the unique libraries in our system? After discussing the issues and reviewing other library systems' written policies, we came to a consensus that general language (as opposed to specific) would best serve our needs. Managing this resource for maximum use by the maximum number of people will require flexibility.

The next step: drawing on today's discussion, Anne will prepare a proposed policy for review by staff and then legal counsel.

Copies of the proposed policy were distributed to all libraries and departments, and it was discussed at the General Staff Meeting on June 20th. If you have comments on the Internet policy but were unable to give them at the General Staff Meeting, please communicate them to Anne as soon as possible. The Regional Library Board will consider the policy proposed by staff, and officially set Internet policy for the system.

Overdues Due Soon!

In spite of problems with the current circulation system, overdues will be run in the first part of July. We hope to retrieve many overdue books, and to clean up more of our database before switching to a new automated system.

Many thousands of title and copy records were mis-linked in previous upgrades of the CCS. The most common occurrence of this was when large print and standard print books were mixed on the same record.

(cont. next page)

If you want to be included

in developing library policies, call or write Anne to tell her the policy or policies you are interested in. We want to include more community librarians in this process. Any meetings involved are paid time, just like a workshop.

...CHANGE...

Not only is the library industry in the midst of the sea change wrought by technology, so also is the Yakima Valley Regional Library System.

Change will be a consequence of the replacement of Ringgold Management's computer system. The CCS and NCCS will be replaced by a system which will have a better circulation system, an online public access catalog, online placement of reserves by library customers, regular and timely overdue notices, and subject access to the YVRLS's collection. The new automated system will be installed in all community libraries.

Change will be the result of making the Internet available at all community libraries. YVRLS was just awarded a grant which will provide equipment to make the Internet accessible for library customers.

Change will affect library customers, too. Every resident in the YVRLS service area will be able to walk into a community library anywhere in the county, use a computer to see the entire holdings of YVRLS, place a reserve online, and search the Internet.

How are we going to manage change so that we don't feel inundated and left behind?

- We will try to keep everyone aware of what is happening;
- We will provide as much information as possible and be sure to discuss and respond to everybody's questions and concerns;
- We will plan as much training as everybody feels they need to master the technology and use it successfully;
- We will create lots of opportunities to practice so that changing the ways we are doing things will feel comfortable; and
- We will involve as many employees as want to participate in planning these changes. There will be many opportunities.

I am looking forward to hearing from you. Drop me a note or call me at 575-4411. Let's put all of your good ideas to work!



(cont. from page 1)

When a mis-linked book is checked out, the patron's record (or overdue) shows the right B-number, but lists the wrong title and call number information.

We had deferred running overdue notices since the last upgrade because the notices would be telling some customers to look for book titles they have never had. Chronic problems with mixed-up records and overdue notices are one of the main motivations for us to switch to a more effective automated circulation system.

From a public relations point of view, we didn't want to send people misleading overdue notices. From the library collections point of view, we needed to get back those overdue books, and put holds on the cards of the worst offenders. After spirited debate over the costs and benefits of doing overdue notices, a committee was formed and a compromise was reached.

Overdue notices will be run, but printed out in a different, letter-style format that tells the customer that we are trying to clear up our records before switching to a new system. It will list the books we believe they have checked out, but indicate there may be some title discrepancies. Rack items will not be included on the notices.

To save postage, notices will be sorted so that multiple notices to the same customer can be mailed in one envelope. Postage will be the largest cost of this project. Second in cost is the time to specially print, sort, fold, and mail the letters. The most draining part, though, is answering the phone calls from irate customers which deluge the overdue phone line for about two weeks after the overdue run. Some of us are volunteering to help David answer those calls (that's our excuse if we seem cranky in July).

Bookmarks to warn customers of impending overdue notices have been distributed to the CCS libraries. We hope a "word to the wise" will result in many of overdue items being returned before we spend money mailing the overdue.

Picture Show

The Summitview Library is featuring a display of watercolors from the watercolor class at the Senior Center. Cathy Rathbone says the show runs through the end of July.

Come to Open Houses in July!

All library board members and staff are invited to visit community libraries in July. Visit a library in your area or one across the county that you are curious about. Meet the staff and see how other libraries arrange their buildings or display their materials.

Ask about the local library board, Friends of the Library, or other community group--in some cases they are the people who keep that library open. In other cases, the city provides the building and maintenance.

Many of these library buildings started out as something else, and have been resourcefully remodeled to house a library. Others were specifically designed for use as a public library. Wapato built a Carnegie-style library 50 years ago which is charming--but not handicap-accessible. More recent (and accessible) libraries are Granger, Moxee, and Union Gap.

Libraries will be conducting "business as usual" during your visit, but the librarian should have time to answer your questions and give you a brief tour. We invite you to come check us out!

Support Sought for Grant

Letters of support for the grant request for a new automated circulation system must be in by Tuesday, July 16. They go to Anne Haley at the Yakima Library.

We are asking for letters of support from every community because the new system will be installed in every library. Libraries will no longer be divided into two classes--those with computers and those without. County residents will be able to walk into any library in the system and search for authors, titles, and subjects, check their own record, and place reserves on-line.

We will also be able to buy more of the materials and subjects people want because the new system will track use of materials by type and location.

The Regional Library will use reserve funds to provide the required match. Local communities are not being asked for additional funds--just their statement of support.

In addition to this newsletter, we are sending out a separate sheet with addresses and directions to each library. The open house dates are:

Thursday, July 10

Selah 9-6 (busy/story hour 11-12)

Toppenish 9:30-6

Zillah 2-7

Buena 2-6

Thursday, July 17

Harrah 3-7

White Swan 2-8

Wapato 9-5 (afternoon preferred)

Union Gap 10-5:30 & 7-9

Monday, July 22

Southeast Branch Library, 11 - 4

Moxee Library, 9-12 & 1-6

Terrace Heights, 1-4 & 5-8

(busy w/story hour 1:30-2:30)

Summitview Branch Library, 9-6

Thursday, July 24

Granger 2-8

Sunnyside 9:30-9

Mabton 1-5

Thursday, July 31

Gleed Library, 1-6

Naches, 2-7

Nile 2 - 5 (special hours)

Tieton 12-5

*The next meeting of the **Friends of the Gleed Library** will be Tuesday, July 15, 7:00 p.m., at the library, in the Lower Naches Grange, 1800 Old Naches Highway.*

Circulation and Media Merge

Beginning July 1, the Circulation and Media Departments at the Yakima Library will be merged into one department. Current Media head Sharon Upton will manage the new department, following Yvette Chevret's retirement from Circulation.

The main floor of the Yakima Library will be rearranged to accommodate public access terminals for the new circulation system. This rearrangement

will also allow Media and Circ. to be physically merged into the work area by the main entrance.

Video tapes will then be displayed on open shelving, and customers will check out all materials at the Circ. desk.

As shifting of staff and work space occurs, the processing of new tapes and CDs will be transferred to the Technical Services Department.

Library	MAY Circulation	Reference	Program Attendance
Apple Valley	0	0	
Buena	500	0	
Gleed	343	27	
Granger	731	68	
Harrah	247	0	
Mabton	737	104	
Moxee	1,404	220	
Naches	666	10	
Nile	177	0	
Selah	3,766	387	260
Southeast	110	0	
Summitview	16,044	495	57
Sunnyside	6,137	373	713
Terrace Hts	732	39	103
Tieton	257	7	
Toppenish	2,131	186	216
Union Gap	1,892	129	11
Wapato	1,980	100	
White Swan	363	29	
Zillah	768	13	
C. L. Sub-total	<u>38,985</u>	<u>2,187</u>	CL: 1360
Headquarters	23,155	HQ Ref. 2,738	HQJ: 360
Books-By-mail	482	HQ JRef: 1,212	HQY: 89
Outreach	2,752	Reference total	HQA: 0
Total:	<u>65,374</u>	<u>6,098</u>	<u>1,809</u>