

# **BETTER CUSTOMER SERVICE THROUGH CATALOGING**

**CATALOG MANAGEMENT INTEREST GROUP  
JUNE 23, 2018**

**CECILIA WILLIAMS \* MANAGER, TECHNICAL SERVICES  
@ HARRIS COUNTY PUBLIC LIBRARY**



## WHO WE ARE

- 26 branch locations
- 1.9 million service population
- Centralized Cataloging, Processing, and Acquisitions
- Increasing number of outreach collections housed throughout the County

BETTER CUSTOMER SERVICE THROUGH CATALOGING

WHERE WE STARTED



## LOTS OF CONFUSION AND LITTLE TRUST

- Changes were slow and not always consistent
- Answers without solutions
- Larger fixes were postponed for "a better time"

BETTER CUSTOMER SERVICE THROUGH CATALOGING

# HOW CAN WE FIX THIS?



## BETTER CUSTOMER SERVICE THROUGH CATALOGING

JANUARY 2017 - APRIL 2018

**ESTABLISH A  
BASELINE**

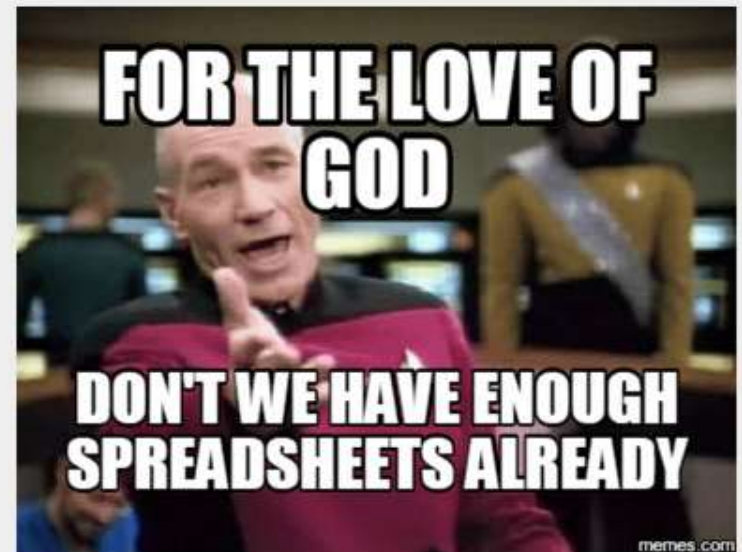
## DELEGATE, COLLABORATE, REPEAT

- No one can do it all = no one will do it all
- People **\*love\*** deleting records!
- Widen pool of experts and find some allies



## LIVE IN SPREADSHEETS

- Whenever possible, it goes into a spreadsheet
- What we need from staff is transparent
- And we can't lose things!



## OUR BRANCH STAFF ARE OUR EMERGENCY ALERT SYSTEM & OUR FIRST CUSTOMERS

- Triage daily issues
- Track as much as we can = identify patterns
- Lots and lots of emailing



## BE CONSISTENTLY CLEAR. AND CLEARLY CONSISTENT

- Email communication prioritized
- Multiple points of contact but always the same answer and level of service
- Transparency to build trust



## PHASE ONE: HIGHLIGHTS

- A culture of finding long-term solutions for the system
- Identify points of need that can be easily met:
  - cancellations
  - board books
  - began genre consolidation
  - tracking for gift orders for branch staff
  - identifying "lost" new items

# BETTER CUSTOMER SERVICE THROUGH CATALOGING

## CANCELLATION TRACKER

	COVERSHEET #	VENDOR	TITLE	ISBN	# OF COPIES	CAN. DATE	CANCELLATION NOTE	RECORD DELETED FROM WORKFLOWS	HOLDS ON TITLE - SHADOWED
824	HA19-018C	BRODART	AMORES ALTAMENTE PELIGROSOS: LOS ESTILOS AFECTIVOS CON LOS CUALES SERIA MEJOR NO REL	9786075271248	7	05/21/18	BRODART CANCELLED OSI, N/A FROM INGRAM 5/21/18 -DB	Yes - CW 6/18	
825	HY18-043C	BRODART	NO SOY YO, ERES TU	9788416712397	3	06/04/18	BRODART CANCELLED EBL, CAN/INGRAM N/A 6/4/18-CM	Yes - CW 6/18	
826	HY18-043C	BRODART	AMERICAN VINEYARD	9780692845844	3	06/04/18	BRODART CANCELLED EBL/INGRAM N/A 6/4/18-CM	Yes - CW 6/18	
827	HY18-042C	BRODART	GAMBIT, VOL 1 HOUSE OF CARDS	9780785115229	5	06/04/18	BRODART CANCELLED EBL/INGRAM CIT 6/4/18-CM	Yes - CW 6/18	
828	HU18-145C	BRODART	DISNEY 5-MINUTE PRINCESS STORIES: FOR BLACK FRIDAY	9781368014809	26	06/04/18	BRODART CANCELLED OP/INGRAM CIT 6/4/18-CM	Yes - CW 6/18	
829	HA18-140C	BRODART	BALTIMORE, THE RED KINGDOM (VOL 8)	9781506701974	5	06/04/18	BRODART CANCELLED EBL, N/A FROM INGRAM 6/4/18 -DB	Yes - NM 6/18	
830	HA18-140C	BRODART	JOSEPHINE	9781593622862	3	06/04/18	BRODART CANCELLED EBL, N/A FROM INGRAM 6/4/18 -DB	Yes - NM 6/18	
831	HA18-074C	BRODART	RISE AND SHINE, BENEDICT STONE	9780778331292	8	06/04/18	BRODART CANCELLED EBL, N/A FROM INGRAM 6/4/18 -DB	Yes - NM 6/18	
832	HA18-142C	BRODART	ELLING (Translation)	9781596922556	3	06/04/18	BRODART CANCELLED EBL, N/A FROM INGRAM 6/4/18 -DB	NO NEED TO DELETE - OTHER COPIES IN THE SYSTEM	
833	HA19-037C	BRODART	BUILDING OUTDOOR FURNITURE: CLASSIC DECK, PATIO, & GARDEN PROJECTS THAT WILL LAST	9781940611624	5	06/04/18	BRODART CANCELLED PPI, N/A FROM INGRAM 6/4/18 -DB	Yes - NM 6/18	
834	HA19-062C	BRODART	MCAT 528 ADVANCED PREP: 2018-19, 4TH ED.	9781506223698	5	06/11/18	BRODART CANCELLED OP, N/A FROM INGRAM 6/11/18 -DB	Yes - NM 6/18	
835	HU18-142C	BRODART	IF YOU WERE ME AND LIVED IN... THE ANCIENT MAJL EMPIRE	9781540337276	8	06/11/18	BRODART CANCELLED EBL, N/A FROM INGRAM 6/11/18 -DB	Yes - NM 6/18	
836	HA18-150C	BRODART	UNTRACEABLE	9781476729732	12	06/18/18	BRODART CANCELLED EBL, N/A FROM INGRAM 6/18/18-CM		
837	HA18-151C	BRODART	AFTER THE WINTER	9781509214808	3	06/18/18	BRODART CANCELLED EBL, N/A FROM INGRAM 6/18/18-CM		
838	HA18-151C	BRODART	PEN 33	9781681440132	8	06/18/18	BRODART CANCELLED CAN, N/A FROM INGRAM 6/18/18-CM		

## BETTER CUSTOMER SERVICE THROUGH CATALOGING

JANUARY 2017 - APRIL 2018

**ESTABLISH A  
BASELINE**

**ENHANCED  
CUSTOMER  
SERVICE**

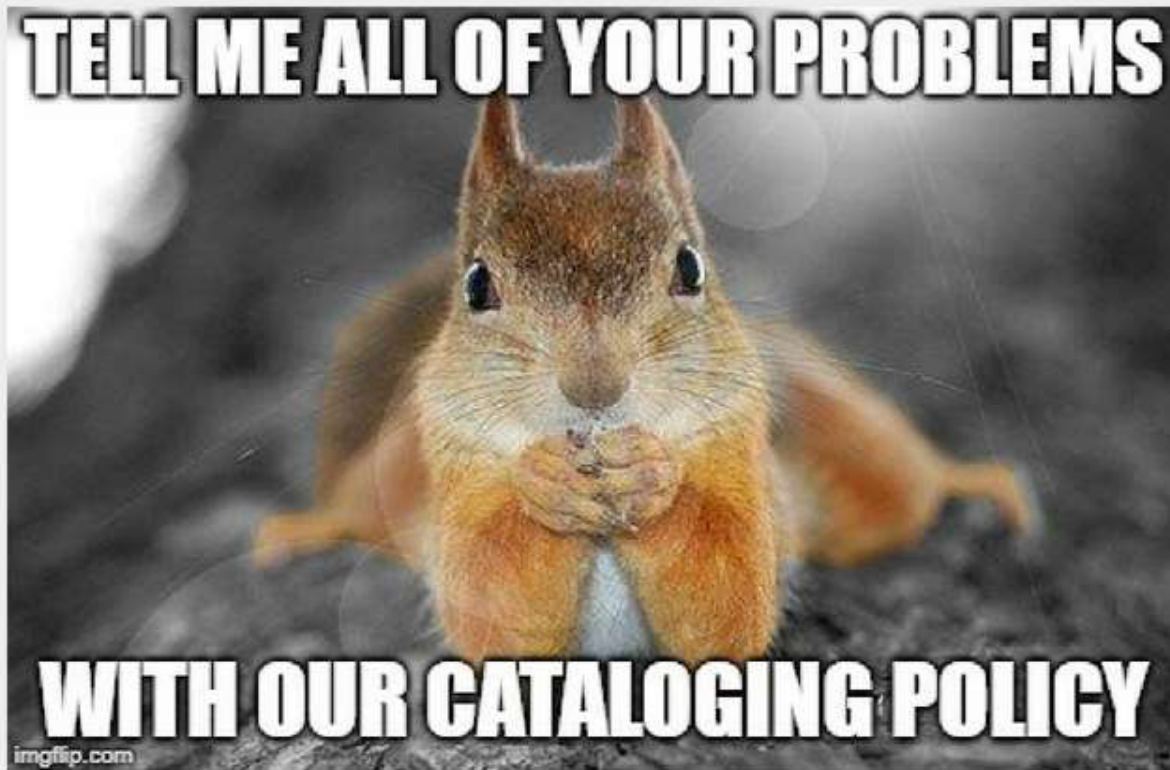
APRIL 2018 - ONGOING

## PHASE TWO: HIGHLIGHTS

Got rid of the obvious problems, now to tackle the trickier system-wide issues:

- merging titles for popular materials
- publication dates in brief on-order records for popular titles
- genre expansion (SciFi and Fantasy) and clean-up continues
- Operation Cataloger

BETTER CUSTOMER SERVICE THROUGH CATALOGING



## BETTER CUSTOMER SERVICE THROUGH CATALOGING

JANUARY 2017 - APRIL 2018

**ESTABLISH A  
BASELINE**

OUR FUTURE

**ENHANCED  
CUSTOMER  
SERVICE**

**BE SHARKS - A  
CATALOGER IS  
NEVER AT REST**

APRIL 2018 - ONGOING

**thank you!**

CECILIA WILLIAMS  
CECILIA.WILLIAMS@HCPL.NET