

History of Shared Services

The Shared Services program began in January of 2013 after the need for such a service was revealed. The three initial libraries that were the pioneers of the program were: Hudson Area Public Library, Carleton A. Friday Memorial Library in New Richmond, and Rice Lake Public Library. The service was built on a cost-recovery basis, and costs for each participant are reviewed annually and adjusted based on prior year purchasing activity. We currently work with four libraries—Amery Area Public Library, Menomonie Public Library, Carleton A. Friday Memorial Library in New Richmond, and Rice Lake Public Library.

Benefits of Shared Services

- Staff time that was previously spent processing and cataloging is freed for other services.
- Space is opened that previously needed to be used for processing, book trucks, new materials, and processing supplies.
- Catalog records are excellent and this benefits all the libraries and patrons in the system.
- Items are received and cataloged quickly and correctly.

Shared Services Goals and Standards

- Perform the highest level of cataloging, that adhere to the MORE bibliographic standards.
- Provide consistency for the MORE libraries within the consortium by analyzing and performing clean-up projects as well as authority control for all library materials.
- Keep up to date on all the current cataloging practices, including RDA cataloging standards and authority control.
- Contribute to the Bibliographic Records and Standards Committee and participating in the discussion and decisions regarding questions and problems concerning the MORE database.

Typical start to finish process for materials:

- Unpack, break down and dispose boxes.
- Handle bins or boxes of donations as part of the Shared Services program.
- Immediately add barcodes to ensure the location accuracy of all items that arrive at the IFLS offices.
- Place all items in an organized manner on the designated carts.
- Physically process all items per the library's distinct directions.
- Receive all items in Sierra, noting any issues, and communicate with the catalogers or library staff if anything unusual arises.

- Daily check in of all processed and cataloged items ensures items get into the 3 p.m. courier departing the IFLS office. All items are either sent to fulfill any system wide holds or they are sent to the owning library in a specifically marked & taped bin or box via courier.

Items Requiring Cataloging

- Processors determine whether an item requires cataloging when they receive the item in Sierra Acquisitions. Approximately 80% of materials require cataloging. If so, items go to be cataloged in the order it was received, though items with holds always have priority to ensure the quickest turnaround. This allows most items with holds to go out the same day they are received and processed.
- Items organized based on release dates.
 - Best-selling items can arrive at the Shared Services office in advance of their official release date to patrons/libraries. These items are processed but held until the exact release date. This ensures compliance with publisher requirements.

Testimonials

We have often been told by libraries participating in the Shared Services program that they see how efficiently materials move from acquisitions to circulation thanks to our efforts. Shared Services libraries have also noted the benefits of staff time reallocation. This permits more staff interactions with patrons and allows for an increase in library programming and outreach. They have noted the advantage of being unencumbered with trying to multitask cataloging or processing while working at circulation or reference desks. In fact, many of the libraries have told us that they could never go back to doing this work on their own!

If you have any questions regarding the Shared Services program, please contact the Shared Services Project Manager: Deb Faulhaber at faulhaber@ifls.lib.wi.us.