

Office Manager's Report June 2022

Targeted Phishing Scam: Jeanette Morrish informed me that an email claiming to be from her had begun circulating to White Pine members as of June 10th, 2022. The email came from an account listed as "president9953@gmail.com" and is not one of Jeanette's official email accounts. It claimed to be seeking help setting up a "great event." I've blocked this email from WPLC domains and mailing lists, but please remain vigilant.

Interlibrary Loan (ILL): Loans are still being processed primarily on Monday/Wednesday/Friday mornings. I have been making a concerted effort to ensure that those libraries who request to borrow the most from OCLC are also the ones that I request from first when lending out.

I've seen a recent increase in requests for scholarly articles/periodicals, and I'm looking to rework the way that these are requested in Peabody. Many times, I receive periodical requests as a request for the entire volume/work, and it is very rare for institutions to lend the original version of the item. As a result, I usually must email the requesting library about whether the patron needs the entire work, or what article they want, and what page numbers they are. Additionally, these requests often come with an additional cost as many academic libraries charge a base fee for any loan/copy services as well as an additional cost per page for copies. That cost is usually more than the standard Library Mail rate associated with most OCLC requests. All of this leads to a significant slowdown in loan processing time. I'd like to see if there's a better way to manage these requests in Peabody as Sheila Good offered to work as a consultant for jobs like this.

A reminder, if you are not currently participating in ILL and would like to join, please feel free to reach out to me via email. Additionally, if you wish to adjust any lending terms (such as the items you are willing to lend through OCLC), please let me know. The main guideline in place is that you do not make requests for items through OCLC that you would not lend out in kind.

VLC Library MARC Record Requests: Tuesdays/Thursdays are still my primary days to work on MARC record requests for VLC libraries. In April, I estimated that I receive an average of approximately 100 record requests per week, about 400-500 per month. May was heavier than this, coming in at 542 total. I'm expecting the final total for June to be similar due to purchases for summer reading, etc.

WPLC Personnel Manual: Kate and I recently sat down and revised the WPLC Personnel Manual to be more in line with the current office makeup as well as to evaluate the manual through a DEI lens. Most of the edits that needed made were a result of WPLC moving to a two-person office setup with only one full-time and one part-time employee. Additional changes were made to some verbiage for clarity rather than content. The Board was sent this to review and will be discussing it during their session on June 22nd, 2022.

Beth Z & TechSparks 2022: Our May TechSparks session for “How to Take Care of Yourself (and Others) With Technology” was rescheduled to this Friday, June 24th, at 2pm. There is still time to sign up, and if you already did so then you do not need to again. If you’re interested in joining, information is on the WPLC website.

Tasks in Progress

WPLC Policies: With the personnel manual finished, one of my next goals is to review the other policies currently in place for WPLC (credit card/banking, bids, etc.) to make sure they are up to date.

WPLC Website: It is my goal to switch webhosts by mid-August when the WPLC website’s SSL certificate is scheduled to renew. Completing the switch by then should save us some money as well as make the website run more smoothly.

Redesigns are coming to the Resource pages on the website. Ideally, I will be merging the two ‘resources’ pages (the WPLC documents and ‘Additional Resources’ submenus) into one page. I will keep WPLC specific documents separate and at the top of the page, but the additional resources will then be listed below.

I’m also reworking the “Intellectual Freedom and Materials Challenges” page to reflect the design of the ‘additional resources’ page. At the current time it lists links by the organization they’re provided by. I will be converting these lists into the same accordion menus as the main resources page. Additionally, I’m organizing these links by organization in one set of menus and by topic in another to make it easier to find what you’re looking for at a glance.

Changes to business hours, contact info, etc.: If there is a change to your website, operating hours, or contact information for your library, please let us now so that we can keep the directory up to date.