Office Manager's Report March 2024

Interlibrary Loan (ILL): ILL has continued to be busy. Quarterly bills were sent out to the libraries who contract with us, and I've seen several libraries outside the co-op start using the service recently who previously had accounts, but had stopped utilizing Peabody.

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.

WorldShare Record Manager Issues: Around 20 March 2024, I started encountering issues when exporting records from WorldCat for import into Horizon. WorldCat had gone through an update, and since that time I've been running into issues with common symbols (diacritics) not loading into Horizon properly. Characters like the copyright symbol, hyphens, any accents/umlauts/etc., and even apostrophes have been encountering issues. The problem is that rather than enter the correct symbol in the Horizon record, the data exported from WorldShare replaces it with what looks like a keyboard shortcut required to type that symbol (Ex: Rather than ©2024, the record displays "℗[A9]2024"). This requires me to go back into each record I upload and manually remove the shortcut keys used to type these characters. Then I replace them using the diacritics bar.

I checked with VLC, and Kay Dunker confirmed that nothing had changed on their end that would be causing this issue. Something is wrong with the exported data files from OCLC rather than Horizon. My support ticket with OCLC is still open at this time, but they have no ETA on a fix for this issue. To ensure records are still being uploaded in the meantime, I've begun deleting many of the 65x _ 6 tags (French headings). This cuts down maybe 50% of the issues, but I still have to update other fields whenever the information requires more than a basic Latin character.

Thank you for your patience while record uploads have been slower.

Copy Cataloging Requests: Copy cataloging requests for records have slowed down a bit; requests per month have been have than 400 records since February. While I've been trying to get copy cataloging requests turned around within my usual 2 business day timeframe, that turnaround time has been extended by at least

a day or so due to my export issues. Thankfully the reduction in copy cataloging requests happened at the same time as this event, making the problem much easier to manage.

Original Cataloging: During the first several months of creating original records, any records I created were subjected to peer review for accuracy and formatting to ensure that the records I was uploading to OCLC met its standards. Given my consistency and continued improvement, that is no longer necessary, and I'm free to upload without supervision. This has dramatically cut down the turnaround time it takes to create an original record, and I'm excited to continue creating these for members. Since January, I've not only gotten to catalog mass-produced books, but also a UV light for curing resin, yearbooks, and really interesting works by local authors.

I have a class on authority records scheduled for next week, and I'm excited to take it. Understanding how that data can be better utilized in my records will hopefully lead to improved discovery of items and their related resources.

Website Accessibility Tips: A quick reminder that I am curating a resource section on the WPLC website related to Accessibility. This includes a section dedicated to website accessibility! You can locate the page by going to Resources -> Library Operations -> Accessibility and clicking "Resources by Topic." This will lead you to a page with several categories including "Website Accessibility." I am not an expert on accessibility guidelines or how to make sure your website complies with ADA requirements, but I've been compiling resources there which I find helpful while updating the WPLC website. This page is very much a work in progress, but there are some tools and webinar links that I've come across that are great for those of us just starting to address website accessibility issues.

Additionally, I've been adding any webinars on this topic that I find to the WPLC event calendar. A vast majority of them have been free, so keep an eye on the calendar for an aggregated list of webinar opportunities. And, if you find an event that may be helpful to others but is not listed on our calendar, please forward it my way. I'd love to add it.

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 know so that we can keep the directory up to date.