

Coordinator's Report August 2026

Cataloging: Copy cataloging continues to be responded to in my usual 2-3 business day turnaround time. June was a busy month with 632 items requested, but it slowed down significantly in July (324) and August (about 270 so far). For my original cataloging, I was able to clear out the backlog that I had in June, but by the beginning of this month, I was backed up again. A lot of it is just to do with me being out of office for vacation/illness, but I'm working on clearing that queue again this week and next. Thanks for your patience!

Clio/Interlibrary Loan: Q2 was our first full quarter on Clio, and the system continues to operate much more smoothly on my end. I get comments every now and then about how it doesn't do something that Peabody did or doesn't do it the same way, but for the most part people seem to have acclimated well. One difference that I do want to make note of is the amount of work that was manually completed on the back end by Sheila and I throughout Peabody's lifespan. Some people still seem to be under the impression that Peabody updated itself or had a robust number of automatic processes that took care of everything for users. And that couldn't be further from the truth. I've tried to communicate that clearly the past number of years, but I think the reality is that some people who 'miss' Peabody really don't understand the amount of manual work that was required on my end to keep it running. Now that we're in Clio, the work is much more evenly distributed between me and the participating libraries, and those that have the highest volume of requests tend to be the ones that encounter the most issues. And this makes sense given the amount of items they process on a weekly or daily basis. I hope that as time goes by that people will feel more comfortable with it, but we haven't even been live for half a year. It's just going to take time to adjust.

One thing that IS changing is how I'm billing non-WPLC participants. I sent out an email to the ILL listserv this week communicating these changes and thought it would be good to share the reasoning behind them with you all as, while this doesn't affect your billing, it may give you some insight you can offer to patrons requesting items through OCLC.

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Exerpt from billing update email sent 8/19/26

"Over the past several months, it has become apparent that there has been a sharp increase in the number of 'Unfilled' requests, and this is not a result of our transition to Clio or change in WPLC's procedures. What our interlibrary loan coordinator has found is that most of these Unfilled requests are for items that are listed as being 'available' at a few libraries in WorldCat but are not actually held by participating lenders in WorldShare. There are a few potential causes that could be contributing to this increase, including:

- The ease which small/independent authors can now publish their works without mass producing them (ex: print on demand or limited runs),
- Social media allowing for previously not well-known books to suddenly be in sudden high demand,
- Book jobbers like Ingram or Gobi being listed as ‘holding libraries’ for items in WorldCat despite these entities not participating in WorldShare.

This last bullet point is a particularly common occurrence due to the way that WorldCat/WorldShare function. When book jobbers such as Gobi or Ingram upload and edit MARC records for materials, OCLC lists them as ‘owners’ of the item on public facing sites like WorldCat. This has increasingly often led to patrons requesting materials that supposedly are held by multiple libraries according to WorldCat, but in reality, is only available on a couple libraries’ shelves (if any). Without a subscription to WorldShare ILL, there is no way for patrons or ILL staff to know this for sure, and it is unfair to our ILL participants to bear the cost for such requests. What this results in is 1.) disappointed patrons who now cannot get the item they were hoping to receive, and 2.) a library who has to pay \$5.50 for a request that had little chance of being filled in the first place, something they could not know without that WorldShare ILL subscription that WPLC has.

This has not previously been a problem that the program experienced in previous years, but after speaking with multiple participants who are invoiced quarterly and are concerned about their increasing bill, we have decided to make this change. Our “OCLC Interlibrary Loan Through White Pine: Policies and Guidelines” manual has been updated accordingly and is available on our website for review at all times. Some requests that are marked Unfilled will still be billed, but these will be limited to requests which, through the normal life cycle of being sent to holders and checked for availability, are ultimately not filled due to availability, an institution’s policies, additional charges, etc. This allows us to continue billing for the time WPLC staff spend on requests that require substantial review without charging for loans that can be seen on our end as unviable within a few minutes.

Additionally, we will be removing the \$5.50 fee charged for Unfilled requests that do not meet our Policies and Guidelines mentioned above. This most often occurs when we receive requests for materials published in the current year (we do not borrow items newer than 12 months past publication). The reality of many public libraries today is that staff members frequently substitute in different roles and may assist with Clio/OCLC ILL on occasion without having the same familiarity with our policies around item restrictions. By removing this charge, your library can continue to serve their patrons in a timely manner without having to incur a bill for attempting to provide the best customer service possible.”

Additionally, on September 17th I’m running a Clio training specifically geared toward Superiorland libraries, all of which have the ability to have their cost for OCLC borrowing covered by their cooperative. Many of them never participated in Peabody during the 4.5 years I worked in the system, so I thought it would be good to introduce them all to Clio in case people are interested in placing requests again now that the system is more robust and modern. So far I have about 15 Superiorland people signed up along with a handful of new libraries or infrequent users who haven’t logged into Clio at all. I’m planning to open up the training to other libraries looking for a refresher on Clio as well, so you should see an email in your inbox about that soon.

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.
