

Eastern Great Lakes

# Innovative Users Group

Annual Conference - October 15, 2010 Akron-Summit County Public Library Akron, OH

## Concurrent Session One

<b>Title</b>	<b><i>Lightning Round Presentations</i></b> <ul style="list-style-type: none"><li>• <b>Automatic, Systematic, Hydromatic: making your OCLC serials holdings batch project run like Greased Lightnin'</b> <i>Susan Furniss, OHIONET</i>—This presentation will briefly discuss how the technical services staff at OHIONET automated the process of OCLC's Ongoing Batch LHRUS project for the OPAL library consortium. This process implements scripting and is completely hands off once in place. The presenter will outline the steps taken to accomplish and simplify this task. For any library searching for a practical solution to ensuring current serials holdings in WorldCat with minimal staff effort.</li><li>• <b>Millennium's Tickler Program</b>—<i>Patty Greco, Xavier University</i>—How I use Millennium's tickler program to set up email reminders for dates associated with particular order records.</li><li>• <b>Hourly Circ Report on Steroids (with Special Assist from Excel Functions)</b>—<i>Marlene Pelyhes, Mentor Public Library</i>—Bring a 1 gig Flash Stick to get a copy of a big excel file created for our library by an outside excel guru. We showed him the Hourly Patrons Transaction Web Report and asked for a summary report.</li><li>• <b>Tracking the Elusive Excessive Downloader : an investigation from the perspective of Library ITS</b>—<i>Mark Strang, Bowling Green State University</i>—BGSU University Libraries was informed by one of its licensed electronic resource providers of a possible violation of the acceptable use policy on downloading articles. The vendor notified the library staff of excessive downloading of articles from a BGSU IP address, and we were expected to make our good faith effort to detect the offender and stop the activity. This session will briefly cover my experience and some of the variables I encountered as a Library IT staff member who works to ensure our users have Local and Remote Access to electronic resources while maintaining the contractual obligations with our licensed e-resource vendors.</li></ul>
<b>Title</b>	<b><i>Birds of a Feather. An eSummit on the Great Lakes</i></b>
<b>Presenter</b>	<i>Facilitated by Deberah England</i>
<b>Description</b>	Join us for a conversation about a regional electronic resources conference planned for 2011 in Ohio. In this session a member of the Great Lakes eResources Summit Conference Planning Committee will share objectives for the conference and solicit stakeholder

feedback

<b>Title</b>	<b><i>Panel Discussion: SMS: Options Available</i></b>
<b>Presenters</b>	<i>Karen Perone, Rodman Public Library ; Mohamed Ragheb, Wadsworth Public Library Christine Rigda, University of Toledo ; Diane Lewin, Innovative Interfaces</i>
<b>Description</b>	There are many ways to send information out of your Millennium system via SMS text messaging. Four ways will be presented in this panel discussion. They include using OPLIN's gateway service for Ohio public libraries, do-it-yourself conversion of cellphone numbers to email gateway addresses, the use of Adam Brin's script to send OPAC information to text, and Innovative's new SMS product.

<b>Title</b>	<b><i>Hands On!: The Many Uses of Web Management Reports</i></b>
<b>Presenter</b>	<i>Ben Kline, University of Cincinnati</i>
<b>Description</b>	For all levels of users, this presentation will cover some of the basic (and not so basic) uses of the Web Management Reports module. Users will join the presenter in moving step-by-step through various reports, learning about the data presented and potential uses.

## **Concurrent Session Two**

<b>Title</b>	<b><i>Inventory: Why?</i></b>
<b>Presenter</b>	<i>Alice Crosetto, University of Toledo</i>
<b>Description</b>	Conducting an inventory, probably the most overlooked and ignored library function (intentionally, I'm sure), remains the only means of maintaining an accurate catalog of a library's holdings. Some consider it tedious, others unnecessary; but the benefits always outweigh the excuses. This presentation will address the why, how, reports, and what-next aspects of an inventory. Both beginning and veteran librarians in all types of libraries will benefit from this discussion.

<b>Title</b>	<b><i>Paving your way to smoother ERM development: standards that map the ERM highway</i></b>
<b>Presenters</b>	<i>Nancy Beals, Wayne State University Deberah England, Wright State University</i>
<b>Description</b>	Data and metadata about electronic resources can be used and interpreted in many different ways. With ever-increasing amounts of data about electronic resources that somehow need to be managed, enter the ERMS. Today, there are more and more options for types of ERM systems on the market. With all of this data, different kinds of ERM systems to choose from, and ways that it can be managed, enter best practices and standards. Best Practices pave the way for standards to be developed, implemented and accepted. Standards provide an international consensus on terminology to make technology transfer easier. Join us for an overview of the best practices and standards that pave the way for smoother development of our ERM systems from a librarian's point of view.

<b>Title</b>	<b>The Intelligent WebPac: enhancing user experience with .aiml</b>
<b>Presenters</b>	<i>David Newyear, Mentor Public Library Michele McNeal, Akron-Summit County Public Library</i>
<b>Description</b>	This 60 minute session will explore the use of an artificial intelligence agent to enhance the user experience with the WebPac. Targeting both the least and most proficient computer users, an artificial intelligence agent can offer instruction and assistance to users unfamiliar with the WebPac interface or with the library's services and resources. The session will discuss the history and implementation of two such artificial intelligence agents: "Emma" at the Mentor Public Library and "Dewey" at the Akron-Summit County Public Library. The session would most interest libraries where the WebPac is already in place.
<b>Title</b>	<b><i>Birds of a Feather: SearchOhio</i></b>
<b>Presenter</b>	<i>Facilitated by Karen Perone, Rodman Public Library</i>
<b>Description</b>	This will be an opportunity for any and all involved with the SearchOhio process to share and exchange ideas. Topics may include behind-the-scenes loan rule maintenance, proper packaging, what materials are loaned, and any other items of concern.
<b>Concurrent Session Three</b>	
<b>Title</b>	<b>Using Your INN-Reach Reports Effectively</b>
<b>Presenter</b>	<i>Jessica Curtis, Westerville Public Library</i>
<b>Description</b>	Come for a review of the use and function of INN-Reach Reports. Learn tricks and tips on how to effectively follow-up with other libraries with the report information using e-mail, Excel, and U.S. Cargo.
<b>Title</b>	<b>Shaping the future of ERM Systems</b>
<b>Presenter</b>	<i>Deberah England, Wright State University</i>
<b>Description</b>	The Digital Library Foundation's pioneering 2004 Electronic Resources Management Initiative (ERMI) report on standards for electronic resources management laid the foundation for the development of commercial, open source and 'home-grown' ERM systems. Six year's on, challenges with ERM implementation, interoperability, management, and workflow issues remain. NISO's ERM Data Standards and Best Practices Review has picked up the DLF-ERMI torch and has undertaken a gap analysis of ERM-related data standards and best practices with current and future e-resources management needs in mind. In this session a member of the NISO ERMI working group will provide an overview of the group's work towards providing solutions for specific areas of ERM use, gaps where work has not be done, and recommendations for further work.

<b>Title</b>	<b>Readers Advisory in the Catalog</b>
<b>Presenters</b>	<i>Rebecca Ranallo, Cuyahoga County Public Library Joe Salamon, Cuyahoga County Public Library Cathy Bartel, Toledo Lucas County Public Library Donna Spsychala, Toledo Lucas County Public Library</i>
<b>Description</b>	Looking for a new way to suggest the next great read to your customers and staff? Presenters from Cuyahoga County Public Library and Toledo-Lucas County Public Library will share their experiences with tagging, community reviews and more for offering reader's advisory in Encore and the Classic Catalog.
<b>Title</b>	<b><i>Panel Discussion: ERM Showcase: A Sample of How OhioLINK Libraries Utilize Electronic Resource Management Systems</i></b>
<b>Presenters</b>	<i>Frank Bove, University of Akron; Susan Banoun, University of Cincinnati; Emily Hicks, University of Dayton; Amy Fry, Bowling Green State University</i>
<b>Description</b>	The presenters will summarize and discuss the results of a recent survey on ERM systems use and non-use among OhioLINK libraries. The intent of the survey is to explore and determine standards in the use of ERM systems at OhioLINK institutions with the intended outcome of documenting current best practices. Each of the four presenters will showcase their own institution's implementation of ERM and will share tips and tricks to implement and to maintain ERM systems. We will also feature some standard as well as some unique uses of ERM systems (i.e. generating web A-Z database lists outside the OPAC, testing usability, previewing trial databases, and tracking workflow). This presentation is appropriate for all experience levels and any library type.