

IMPROVING THE LIBRARY USER EXPERIENCE WITH collectionHQ

collectionHQ is the UK's leading stock performance improvement solution. Based on the proven Evidence Based Stock Management (EBSM) methodology, collectionHQ provides action plans that help librarians to make efficient and user-driven stock management and procurement decisions.

collectionHQ has become integral to the workflow of public libraries across the country by supporting the allocation of more time and resources to community-focused activities, and the delivery of a collection that truly represents library users.

Read on to discover how four libraries are using collectionHQ to improve the library user experience.

CASE STUDIES

LEWISHAM LIBRARY AND INFORMATION SERVICE

Increasing Stock Usage

collectionHQ was introduced at the Lewisham Library and Information Service to help the team meet targets to increase stock usage. As with many libraries, much of the stock at the library had not been checked out by a user for a considerable period of time due to lack of demand at its current branch, poor visibility in the library, or because the item was lost or missing. Using collectionHQ's "Collection Check" and "Dead Item" action plans, staff could quickly identify this dead stock and move to a new branch with higher demand or to a more prominent position in the library. As a result, the percentage of dead items in the library's collection reduced from 25% to 17% after a 12 month period.

SOUTH GLOUCESTERSHIRE LIBRARIES

Maximising Existing Material

At South Gloucestershire Libraries, collectionHQ Transfer tools are used frequently to replace worn or "grubby" stock with items from another branch that have low usage due to being overstocked or low local demand. Thanks to this tool, dead titles transferred to new locations between November 2018 and November 2019 were given a second chance, generating an additional 9,017 circulations. The team also maximises existing material with the help of collectionHQ's Dead on Arrival action plans. Dead on Arrival, or DOA, reports material added to a library collection over a 12 month period which subsequently does not achieve more than one circulation. Using collectionHQ to identify DOA material allows branch staff to pull these items into a display, with some branches using the title "Hidden Treasures".

Robina Prince, Bibliographic Services Librarian, shared: "Right from the start, collectionHQ has helped us with buying and back stocking the books that are needed.



save**TIME**



save**MONEY**



improve**PERFORMANCE**

Before, we were in the dark about what to buy. collectionHQ also allows branches to take ownership of decisions and make their own improvements by providing user friendly reports and invaluable insight. Finally, the reduction in wasteful purchases and DOA is a huge benefit, and shows that now we are buying the right thing."

FIFE CULTURAL TRUST

Discovering New Titles

collectionHQ greatly supports the purchase of new titles and the creation of Standing Orders through the Spending Plan tool. Yvonne Melville, Service Development Team Leader of Libraries at Fife Cultural Trust, uses the tool's direction to establish which authors and how many copies of new releases to buy based on demand, in line with a set of pre-defined targets established by the library.

Yvonne also encourages Library Supervisors, who look after the full time libraries, to use collectionHQ's Discovery module on a regular basis to "track gaps" in their collection of popular authors, subjects, titles or series. Yvonne explains: "They can use Discovery to see what's doing well in other libraries across Scotland which helps to freshen up their stock and introduce them to authors they haven't thought about in the past, but who have been working well in other libraries.

The Service Development Team has also been making good use of the Discovery module when they are purchasing items for the new Dunfermline Carnegie Library, it has allowed us to buy with some degree of confidence titles which we know are being borrowed in similar libraries."

DURHAM COUNTY COUNCIL

Monitoring Stock Performance

Tracking stock performance, task completion and areas of potential cost savings can be a time-consuming task for library managers. collectionHQ's Dashboard enables customers to see various metrics at a glance - including turnover, circulation, transferred items, dead item percentage, overused or "grubby" item percentage, and much more - in order to support improvements that will benefit the library user.

Michael Nattress, Senior Librarian at Durham Libraries, shared: "I use the Dashboard to monitor the performance of stock movement internally to see if any branches are moving less or more stock than they should be as this helps me to identify potential training issues". The Dashboard charts which can be exported to PowerPoint, Word and PDF are also used by Michael to demonstrate to staff the impact of their efforts on stock performance.



KEY BENEFITS

The introduction of collectionHQ has helped staff to:

- + Match supply with demand
- + Make more informed decisions about purchasing new titles
- + Balance the collection

**Request a demo today and discover how
collectionHQ can benefit your library.**
demo@collectionHQ.com