

LSP Circulation Work Group Survey

Question	Answer	Total Answered	Comments
1	What is the name of your college?	54	
	Allan Hancock College		
	American River College		
	Bakersfield College		
	Butte Community College		
	Cabrillo College		
	Canada College		
	Cerritos College (2)		
	Citrus College		
	City College of San Francisco (2)		
	Clovis Community College - SCCCD		
	College of San Marcos		
	College of the Canyons		
	College of the Sequoias		
	College of the Siskiyous		
	Columbia College		
	Copper Mountain College		
	DeAnza College		
	Fullerton College		
	Glendale Community College		
	Golden West College		
	Grossmont College		
	Hartnell College		
	Lake Tahoe Community College		
	Las Positas College		
	Long Beach City College		
	Los Angeles Harbor College		
	Los Medanos College		
	Merced College		
	Mira Costa College		
	Moorpark College		
	Moreno Valley College		
	Ohlone College		
	Orange Coast College		
	Palomar College		
	Pasadena City College		
	Porterville		
	Sacramento City College		
	San Diego City College (3)		
	Santa Barbara City College		
	Santa Monica College		
	Santa Rosa Junior College		
	Santiago Canyon College		
	Shasta College		
	Sierra College		
	Southwestern College		
	Taft College		
	Ventura College		
	Victor Valley College		
	West Los Angeles College		
	Yuba College		

2	Do you have an RFID system in your library?	Yes - 8 (14.81%)	54	RFID Tags - 3M Security gates - Bibliotheca	
		No - 46 (85.19%)		Bibliotheca (3) Originally purchased from 3M, now maintained by Bibliotheca 3M/Bibliotheca 3M	
3	Which SIS do you currently use?	Banner (15)	53	Please explain what SIS is?	
		Banner 9 (2)			2 skipped
		Colleague (8)			
		Colleague/Datatel			
		Colleague/Webadvisor			
		Datatel (3)			
		Ellucian Colleague (6)		Although there is an RFP for a replacement (1)	
	Homegrown				
	Locally Developed				
	Peoplesoft (13)				
	Voyager				
4	If you will be switching to another SIS in the near future, when?	No -6	36	Possible within the next year or two	
		Yes - 1			18 skipped
		N/A - 17		Within 3 years in 2020 Jan	
				Within the next 1 - 3 years	
				Not that I'm aware of Alma June	
			No, we just switched to Peoplesoft We just switched to Peoplesoft so no plan to change again in the near future		
			Unsure, probably summer 2020? Not switching soon		
5	What SIS vendor will you be switching to? (if known)	N/A - 24	32	Not known for sure if we'll even switch or to whom	
		None			21 skipped
		Unknown		Unknown at this time Workday Banner, Workday or Oracle	
6	Do you currently send overdue notices electronically?	Yes - 47 (87.03%)	54	Yes, to faculty and staff, but we still mail to students	
		No - 6 (11.11%)			
		Other - 1 (1.85%)			
7	Do you send overdue notices via text message?	Yes - 2 (3.70%)	54	No, but we would love to do this! No, but we'd like this option No, but we would like to	
		No - 49 (90.74%)			
		Other - 3 comments (5.55%)			

8	Do you send courtesy notices prior to due date?	Yes - 35 (64.81%)	54	No, but we would love to do this!
		No - 18 (33.33%)		
		Other 1 comment (1.85%)		
9	Any other comments regarding notices?	We would love to send notices via text if it is part of the standard feature without extra cost.	28	
		It would be nice to be able to send texts	26 skipped	
		Would like to be able to assign a combination of text message and email		
		We send a notice to the patron letting them know their item(s) have been automatically renewed.		
		We also send paper notices and make direct phone calls for long overdues		
		Prefer to send notices via text.		
		No - 6		
		None - 2		
		Some patrons prefer to get notices by telephone; their notice preference in their library record is set to phone in this case. Bill notices are sent in the mail.		
		N/A - 5		
		We send 2 notices; after 2nd we place a hold on students' registration accounts until item returned or paid for.		
		Courtesy & overdue reminders sent via email		
		We would be interested in sending notices via SMS		
		We would like the option to send notices by text message		
		Nope		
		We send notices (courtesy and overdue) via email and through print mail		
		We would like to start sending out notices via email and possible sms		
		We would like to be able to send text notices only if students want to opt in.		
10	For which users do you charge overdue fines or fees	We do not charge fines for overdue items - 11	54	*Note: Percentages from survey were not documented on this tally (I believe there's an error)
		Students - 43		
		Faculty - 2		
		Staff - 2		
		Community members - 30		
		Other users - 5		

11	Do you charge for lost and/or damaged items?	Yes - 51 (96.22%)	53	We charge for replacing the lost item. Typically this is at a set rate. There is no additional late fee.
		No - 0	1 skipped	Only replacement costs
		Other - 2 Comments		
12	If you charge fines and late fees at your library, do you collect monies in the library or somewhere else, such as a bursar's office?	All fines and fees are paid in the library - 22 (40.74%)	54	overdue fees are collected in the Library; lost/damaged fees are initially collected in the Library but are switched to the Business Office if not paid for in a reasonable timeframe
		All fines and fees are paid somewhere else - 19 (35.18%)		We don't charge fines/late fees, but replacement costs are paid elsewhere (at college cashier's office).
		Some fines/fees are paid in the library, and those over a certain amount are paid elsewhere - 4 (7.40%)		in the library and online
		Not applicable - 1 (1.85%)		Overdue fines and non-student replacement charges are paid in the library, replacement charges for items checked out by students are entered manually into Ellucian Colleague
		Other - 8 Comments (14.81%)		Fines paid by cash or check are paid in the library. Fines paid by credit card are paid at the cashier's office.
				Fines can be paid in the library, online, and in Bursar Office.
				Cash is collected in the library, payment by credit card or check is somewhere else.
				Fines can be paid either in the library or in Registration. Only fines \$10 or more can be paid in Registration as they don't add smaller fines to Colleague.
13	If students pay in the library, what methods of payment do you accept?	Cash - 35	52	*Note: Percentages from survey were not documented on this tally (I believe there's an error)
		Credit - 6	2 skipped	We want to be able to use credit card and online payment.
		Online payment - 4		Would like to set up Online payment
		Check - 29		we also allow students to pay overdue fees with food for the local foodbank (lost/damage fees cannot be paid for with food)
		Not applicable - 14		We hope to be able to accept debit & credit cards in the future
		Comments - 8		N/A - 2

				The library only has cash for printing change, payments are made at the bursar in cash, check or card.
				Students can only pay for lost/damaged books in person at the Bursar or online via our SIS.
14	Does your current ILS exchange fine or fee information with your business office, bursar or student information system?	Yes - 6 (11.11%)	54	We manually put a block on student accounts in the campus Banner system if they have \$5.00 fines or higher
		No - 43 (79.62%)		Library staff consult the ILS and input fine information into the student information system
		Other - 5 comments (9.25%)		It does not exchange info automatically. Fine/fee info is submitted manually by library staff.
				We exchange fine information, but it's done via e-mails or phone calls when necessary. The fine or fee information is not electronically transferred from our ILS to the Cashier's office and vice versa.
				Our system (Voyager) has the ability to export fines/fees, but we don't use it
15	Does the exchange of fine or fee information include:	Only output from the ILS to the other system - 7 (13.46%)	52	We manually place and remove holds on patrons with outstanding fines/fee in our WMS LSP.
		Only input from the other system to the ILS - 0 (0.00%)	1 skipped	Run reports on ILS and manually input holds in PeopleSoft
		Not applicable - 41 (78.85%)		For credit card payments, we e-mail or call the cashier's office the amount that a student needs to pay. Once the student has made that credit card payment at the cashier's office, the cashier's office will notify us via e-mail or phone that the payment has been made and we will remove that fine from the student's account.
		Both output and input - 1 (1.92%)		
		Other - 3 Comments		
16	What are your plans for setting up exchange of fine or fee information with your business office, bursar or student information system?	We are setting it up now - 2 (3.84%)	52	We would like to consider doing direct input via Alma to our PeopleSoft Financials.

		We plan to set it up as soon as possible when we go live with Alma - 9 (17.65%)	2 skipped	Not sure of the timeline for this
		We plan to set it up sometime after we go live with Alma - 15 (28.84%)		Unsure that we will, but it wouldn't be before the new SIS is selected and live.
		We have no plans to set it up - 14 (26.92%)		To be determined (3)
		Other - 12 comments (23.07%)		We enter and remove all fines and fees manually.
				We need a bursar system that isn't home grown in order to do this first.
				We are in discussion about this topic.
				At the moment, we plan on using the same system of phone calls and e-mails with the cashier's office to handle credit card payments when we switch to Alma.
				We may set it up after go live depending on how complicated it is.
				would like to set it up with ExLibris
17	Do you circulate course reserves?	Yes - 50 (92.59%)	54	Circulate for 2 hours inside the library for most items. Very few circulate outside the building over night.
		No - 3 (5.55%)		
		Other - 1 comment (1.85%)		
18	Do you differentiate between "open" and "closed" reserves?	Yes - 9 (16.66%)	54	Only closed reserves
		No - 35 (64.81%)		Not currently - we plan on trying open reserves in some form over the summer
		Not applicable - 8 (14.81%)		
		Other - 2 comments (3.70%)		
19	If yes, please define the difference between "open" and "closed" reserves at your library.	N/A - 22	35	Some reserves can be taken out of the library, while others are only for library use.
			19	Open are self serve, closed are behind desk - requires ID
				Some reserves are for a specific course and some are for faculty use only - (3)
				we only have closed reserves
				Open reserves can leave the library for the set circulation timeperiod
				Most of our reserves are for currently enrolled OCC students only (closed). Very few items are loaned to other patrons (open).

				"Closed" means behind the Circulation Desk.
				Open can leave the library, closed can only be used in the library
				Not currently, but open reserves will be on the floor for the library's copies, while the instructor's books will be closed behind the circ desk
				We have diff loan policies for items but not open and closed.
				Open reserves are browsable and can be used without checking out the material. Closed reserves are behind the circulation desk and must be checked out.
				We have both Overnight and End of Business which can't exit the building.
20	What loan periods do you use for course reserves?	1 hour - 11	54	end of day, overnight, 7 days, semester for some special programs like EOPS
		2 hours - 45		Depends on the material
		3 hours - 16		48 hour - (4)
		4 hours - 13		16 hour, 1 day
		24 hours - 28		2 days, 3 weeks
		3 days - 28		
		1 week - 30		Due back by closing-library use only
		1 month - 4		21 days (2)
		Semester/Quarter - 16		1 day, 3 weeks
		N/A - 0		60 days (3)
		Other - 22 comments		1 day
				Mostly 2-hour with some exceptions as above.
				We also have 3 week reserve items as well.
				6 hours
				2 days
				2 hour in house use and a Quarterly Lending Library which provides students with materials for the entire quarter.
				30 minutes
21	Can students take reserve items or textbooks out of the library (for an exam etc.) or are they library use only?	All reserve items are library use only - 12 (22.22%)	54	Semester obviously yes. Some items like calculators go out. Textbooks have "Library Use Only" on the labeling, but we don't enforce that.
		All reserve items can leave the library - 5 (9.25%)		Depends on the material

		Some reserve items are library use only and others are not - 32 (59.25%)		2-hr reserves are in-library only unless they have a tutoring "permission slip"--then they can take the textbook to the tutoring center; 2-day and 3-week reserves obviously can leave the library; reserves on our smaller, satellite campus can be used anywhere on that campus (there is no physical library space)
		Not applicable - 0		Vast majority library use only.
		Other -5 Comments (9.25%)		All hourly reserve items are library-use only
22	What vendor do you use for print periodicals?	EBSCO - 41 (78.84%)	52	
		EBSCO mostly - 1 (1.92%)	2 skipped	
		EBSCO, Some independent - 2 (3.84%)		
		EbscoNET -2 (3.84%)		
		Cox - 1 (1.92%)		
		WT Cox -1 (1.92%)		
		Discount Magazine Service - 1 (1.92%)		
		Discount Magazine Service, Lake Tahoe Newspaper Agency - 1 (1.92%)		
		N/A - 2 (3.84%)		
23	Do you offer interlibrary loan (ILL) service to your patrons?	Yes - 40 (74.07%)	54	Only in extreme cases
		No - 8 (14.81%)		Only to faculty and staff
		Other - 6 Comments (11.11%)		For faculty - 2
				We have the capability, but it is rare.
				Intralibrary loan amount district libraries only
24	Which ILL management system do you use?	OCLC/WMS - 37 (68.51%)	54	no system - just contact local CSU and UC library
		Link+ - 2 (3.70%)		OCLC Worldshare
		Not applicable - 11 (20.37%)		OCLC and in-house system
		Other - 4 comments (7.40%)		Manual system. Do very few ILLs
25	Will you continue using this system after Alma/Primo goes live?	Yes - 30 (60%)	50	???
		No - 5 (10%)	4 skipped	not sure if we will be able to afford the software in the long term--the software price tag is high considering the low volume of requests we process (I would like to see a statewide contract for this software)
		Not applicable 15 (30%)		Maybe
		12 Comments		For a short time only during the transition

				We need to use some type of ILL system since the three colleges in my district are all going in as separate institutions and we want to exchange library materials with the other two colleges in our district. My district needs to figure out the best way to approach that.
				We are still assessing our options and would like more information on what options are available and what other colleges are doing
				Not sure at this time
				Not sure
				Better answer for us is Unsure. We are hoping that there will be the ability to do resource sharing across the CCCs and possibly eliminate the need for OCLC.
				Unsure
				I don't know, depends of what's available.
				We hope so but not sure how it would interface with Alma
26	Would your library be interested in creating an ILL network (Resource Sharing) among CA community colleges?	Yes - 44 (81.48%) No - 3 (5.55%)	54	Is there any benefit this would bring that OCLC doesn't provide? We don't have a huge number of ILL requests so this would not be a priority. Also, OCLC allows for looking only in the state, so having another system would add just another management system to check on top of OCLC.
		Other - 7 Comments (12.96%)		Maybe - 3
				I believe our ILL department is already on the network or part of a consortium.
				Undecided
				We might be interested, but I don't think we have enough staff
27	Do you give reciprocal borrowing privileges to students in neighboring institutions?	Yes - 19 (35.18%) No - 19 (35.18%)	54	Just with other colleges in our district
		Other - 16 Comments (29.62%)		Just CSU Long Beach
				CSM is part of a public library consortium which allows borrowing items with the other member libraries.
				Yes only CSU Stanislaus
				Occasionally, but requires parental permissions.

