

@LSC

A newsletter of what is new at the Library Services Centre

Winter 2017



As Announced Service (Books)

In the past 12 months, LSC has been working on a new service for best-selling titles: the “As Announced” service. This means that titles from selected best-selling adult and young adult authors are ordered as soon as publishers electronically provide details on the title.

LSC provides electronic “on order” records to the library in the usual fashion and the material is delivered as it is published.

There are several advantages to the library from the service: one of them is that the title appears in the library’s database substantially earlier than would otherwise be the case.

Some examples:

- ❖ There is a new Dan Brown title, *“Origin”*, being released in September 2017. In the normal course of events, this title will be in the Fall 2017 catalogue. Using the “As Announced” service means that it would be in the library’s database 9 months earlier than this catalogue is scheduled.
- ❖ There is a new title from Robyn Carr, *“Summer that Made Us”* that has just been announced for October 2017. This title would be included in the Fall 2017 catalogue out in mid-2017. Using the “As Announced” service, the on order record would arrive in early February.

This service can lower the work for the library while improving service. When patrons hear of the title, they will discover that it is already in the database and open for holds. Library staff time can be reduced because there are fewer requests from patrons for titles: they are in the database and on order.

It has been interesting to see that it is not only top authors that generate holds from this process. Titles that LSC would consider as a “Solid Seller” are included and we see that patron holds appear for these authors as well.

In early 2017, LSC will transition all of our relevant ARP programs to use this service. Libraries that place their own orders but want to make use of the data should be in touch with Johanna Whitson, Manager of Selection Services, (jwhitson@lsc.on.ca) and we will work out a program that meets the library’s needs.

As Announced Service (DVDs)

In early 2017, LSC will be making available a version of the “As Announced” service for theatrical DVDs. The distinction is that the “announcement” will not be based on data from suppliers about the availability of the DVD. Rather LSC will create a place holder record in advance of the cinematic release of the film. We will estimate price and availability date.

Again, the advantage is that patrons will be able to place holds on the title in advance. This is the opposite of the book situation: the world knows through marketing that the title is coming, just not the exact timeframe.

Libraries have reported to LSC that they start getting patron requests for DVDs as soon as the film is in the cinema – this service is intended to get the “on Order” record to the library in advance of that date and save time.

LSC will consult with DVD ARP libraries before including them in the service and we will make future announcements on how the service will be available for libraries that place their own orders.

Good data = good management

LSC offers a full range of reports on both open orders and shipments during the fiscal year. These reports help the library (and LSC in the case of ARP plans) manage the budget.

In this context it is useful to understand the process that drives LSC's reports.

First and foremost is the fact that the reports are based on SELLING price – not LIST price. For items that have not been received yet, the LSC system projects the selling price based on the publisher's list price, known discounts to LSC, and the precise discounts LSC offers to the library.

List prices can change – as happened when the Canadian dollar dropped from near parity to the mid-seventy cent range against the US dollar. As publishers provide updates on their changes in the selling price, LSC's reports are automatically updated. This doesn't make the title cheaper but does help prevent unexpected surprises part way through the year.

New reports

You can now get invoices in both pdf and Excel formats directly from the LSC website. (An administration account is necessary to download invoices.)

LSC has a new budget management report that takes LSC on order and shipped data and blends it with the library's budget – check it out on the LSC web site.

Reports in Excel

LSC reports are available in Excel format. This allows the library to integrate our data into internal library reporting. Excel data files include a great deal of information and you may not want all of it. Tell us what you would like to see and we can provide a custom tab that can take the LSC Excel feed and turn it into something that meets your needs.

There is no charge for this service.

Come visit

If you or your staff would like to visit LSC just let your customer service representative know. We would be happy to give a tour and introduce you to the nice people who send you all of the wonderful material each week.

Here is a preview of what you will see, outside and inside.



Staff changes

- ❖ Jen Corrin, MLIS, is joining the Selection Services department on a permanent basis in February.
- ❖ Dale Campbell, MLIS, has assumed the position of Manager, Customer Experience. He previously worked in LSC's production facility so he brings a strong knowledge of LSC's processes to his new position.

More information

On any story: cdillon@lsc.on.ca or customerservice@lsc.on.ca