

## Statewide AV Sharing

### Proposed Change to Policy:

Submitted by Stephen Houser, Director of West Georgia Regional Library System.

Brief summary:

Given the high patron demand for AV transfers between systems, as well as the conclusion of the AV Packaging Test and its subsequent recommendations, I propose that PINES allow AV transits between systems, initiated by patron holds. I propose that we remove (but consider individually) audiobooks, CDs, DVDs and VHS, and video games from the restricted holds list.

Detailed proposal:

<https://pines.georgialibraries.org/sites/default/files/AI-1%20Statewide%20AV%20Holds%20Proposal.pdf>

### Survey Results (Overall Responses)

The following summary is based on survey results from 53 PINES Subcommittee members and Directors representing 36 library systems. Eight questions were asked.

**1. Should PINES allow DVD and VHS sharing between systems? (Circulation modifiers: video-0, video-0-ff, video-2, video-2-ff)**

	Responses	Percentage
Yes	35	66%
No	14	26%
Not Sure	4	8%

**2. Should PINES allow Audiobook sharing between systems? (Circulation modifiers: audiobook and audiobook-ff)**

	Responses	Percentage
Yes	36	68%
No	12	23%
Not Sure	5	9%

**3. Should PINES allow CD sharing between systems? (Circulation modifiers: music and music-ff)**

	<b>Responses</b>	<b>Percentage</b>
Yes	34	64%
No	14	26%
Not Sure	5	9%

**4. Should PINES allow Videogame sharing between systems? (Circulation modifier: videogame)**

	<b>Responses</b>	<b>Percentage</b>
Yes	30	57%
No	17	32%
Not Sure	6	11%

**5. Should libraries be required to package DVDs in reusable (and unsealed) bubblewrap mailers for transit between library systems through the statewide courier service in order to reduce breakage?**

	<b>Responses</b>	<b>Percentage</b>
Yes	46	87%
No	5	9%
Not Sure	2	4%

**6. If a library does not package a DVD in a bubblewrap mailer and it gets broken in transit, should the owning library be able to invoice the sending library?**

	<b>Responses</b>	<b>Percentage</b>
Yes	33	62%
No	15	28%
Not Sure	5	9%

**7. If libraries are required to package DVDs in bubblewrap mailers for transit between systems, should libraries purchase their mailers individually as needed, or should a group purchase be organized by a fiscal sponsor and library systems billed appropriately?**

	<b>Responses</b>	<b>Percentage</b>
A group purchase should be organized and libraries invoiced	35	66%
Library systems should make their own purchases	15	28%
(No answer)	3	6%

**8. If your library system is willing to be the fiscal sponsor for a group purchase to order, invoice, and distribute bubblewrap mailers (see previous question), please include contact information here.**

Volunteers were:

- Coastal Plain Regional Library System
- Marshes of Glynn Libraries
- West Georgia Library System

## Comments

- 1. We totally support the group purchase for bubblewrap mailers but are concerned that we have the same issue with libraries with a stockpile of mailers while some libraries are in need of mailers. It's going to be hard getting the right amount of that initial supply of materials ordered and out in the PINES world of libraries. I wonder if GPLS has the funding for the initial order and a portion of it?
- 2. We are in favor of circulating these items but are concerned about the inconsistency of the loan period. Locally, ours is one week. Other libraries may be different. Patrons may be surprised by this and accrue fines.
- As someone said at the last meeting (Lecia Eubanks I think), physical AV materials are on the way out and streaming digital content is here now. I think that we should circulate what we have, but libraries need to buy their own packaging. I think that a group order of bubble wrappers, which would probably have to be voted on by the entire membership in May, would be a nightmare.
- AV material is more fragile than books. They are more susceptible to extremes of temperatures. I don't recommend they travel the state to fill PINES wide holds. I don't have faith that bubble wrap will protect them. We see damage in better packaging from our vendor shipments.
- Everyone likes the idea. The teams main concern is how will it be handled if an item is returned to the owning library missing a piece? Whose responsibility is it to contact the patron? How long does the patron have to return the missing item to the lending library? Should the item be returned to the lending library if their patron didn't return a piece, staff checked the item in and returned it to the owning library missing a piece? We were wondering what the process would be. I think that is the main concern.
- For systems that cannot afford bubble wrap mailers, alternative packaging methods should be allowed - placing the AV item between two books in the same green bag, wrapping the AV item in a large green bag and then placing it in another large green bag, sandwiching the AV item between pieces of cardboard in the green bag, etc.
- Generally, I am opposed to sharing DVD, Video, AV, CD between libraries but understand that this is a heavily requested feature. The questions in this proposal about billing, bubblewrap, etc. is evident that we are not ready (may never be ready) to transit AV materials. If approved, we will be very aggressive about billing for damage.
- I am sending a document with packaging recommendations to Terran and Elizabeth.
- I don't have a preference concerning purchase of Bubble mailers whether done as a group or as individual library that then provides proof that purchase was made. either is fine with me.
- I love the idea of sharing AV, I'm just not sure the proper procedures have been worked out yet. The AV Packaging Test is insufficient to persuade me that AV is safe to travel. Only dvd cases were tested (audiobook cases are much different), and we weren't told anything about the journey of the tested dvds. Did they travel short distances, or across the state? Were they in transit for a couple of days or for weeks? Did they travel in all weather conditions, including heavy rain and/or extreme heat? All of these scenarios are important factors. I worry that the cost and labor to replace broken AV cases (and potentially melted or otherwise damaged discs) will be a struggle.

Other considerations: A movie can be watched in 1-2 hours, but may potentially be in transit for weeks depending on where it's going, so dvds could potentially be in transit for much more time than they are actually on the shelf available to patrons.

I am PRO sharing AV, I just believe it isn't something to rush into without further testing and also

perhaps re-evaluating the checkout periods, renewals policies, and/or checkout limits for AV material to account for regional-wide transit.

- I love the idea of sharing our AV materials. I think each library should be responsible for purchasing their packaging and for the cost of their own damaged items.
- I need more information about the cost of the mailers in order to answer the question about the requirements for packaging.
- I really don't know if this is a good idea without a proper container. I do wish we could get other AV from other libraries, but I don't think the recommended packing is going to work. I think Pines should come up with some kind of hard packing box for AV material. I think the thin bubble wrap will not be enough to protect material, and libraries will have to spend so much money replacing broken items. I don't think the sending library should be charged because the warehouse environment caused the damaged. Again, I don't know the solution, but I really think specific packaging should be created for PINES AV transient before allowing statewide AV loans.
- I'd be suspicious about group purchasing. We don't feel those have been helpful for our system where PINES bags are concerned. Group purchases of tubs...yes, those have.
- If the statewide AV holds policy is enacted, the check-out time and allowable renewals will need to be standardized state-wide. NEGRLS has concerns about transit time for sharing items from our small AV collections.
- LCL shares DVDs between area libraries now. They are not packaged in mailers but are wrapped in bubble wrap or in layers of newspaper and additional newspaper barriers.

\*Special colored courier tubs could be designated as AV courier totes. No books allowed. That may help cut down on breakage.

One concern: is the courier going to be able to handle the volume increase in transits?

- Our dvd circulation has decreased drastically over the years. I just don't see this adding much to our daily workload.
- Our non books materials are too easily damaged!
- Questions - Who would contact the patron if there are missing pieces? We have a decoupler that we use to unlock DVD cases, would other systems have to buy the same equipment? Or would we have to buy whatever they use to unlock DVD cases?
- STAT has proved repeatedly that they are incapable of handling the volume of the inter-system transits PINES currently produces. They have yet to establish a reliable ""first-in-first-out"" system with transits to ensure timely delivery between regions. STAT knows we have no other options for delivery, and therefore has no motivation to treat our business with any urgency or respect. Adding AV materials between systems will only serve to overburden a company who's system is already at the breaking point.
- The big concerns about statewide DVD circulation involves potential damage from not packing/shipping properly and the increased likelihood of overdue/long-overdue/lost DVD materials (or materials stuck in transit) diminishing the local collection for the owning regional system.
- The upside of the first three proposals is that they extend what PINES already does with most print materials: enable patrons to borrow from outside their systems AV materials that are needed or desired but are not owned by their own system. But there is also the downside: when materials are not returned by the patron. Libraries have difficulty enough retrieving materials that patrons will not return locally: what is a library to do when the patron is on the other side of the state? Similarly, libraries may experience difficulty in recovering missing pieces of AV materials, or contest damage when the patron is a greater distance away. A patron may feel even less inclined to cooperate with a library that a couple hundred of miles away. If a library decides to replace a missing part, getting replacement DVDs from a multi-disc set is nearly impossible, and fewer

audiobook publishers provide individual replacement discs; the item then becomes worthless.

The entirety of the mailer issue comes down to whether a system can bear the costs of mailers, especially if the mailers can't be returned to the library by the receiving library. Some libraries may be able to get assistance with the finances, but not every library can do so. Enacting the proposals may result in placing a financial burden on some libraries to be able to return AV materials in a safe manner.

- This is long overdue. DVD's are a lot less expensive now and getting replacement cases is relatively easy. We have a stockpile of cases from donations, withdraws, etc. that we use to replace broken cases.
- We are a net lender in PINES. We already have issues with binds of books sitting for weeks before they are picked up which depletes the time our patrons have to use our material. I don't want our A-V Collection to be tied up in the same way.
- We don't think the requirement should be that bubble mailers be used or at least an alternative of bubble wrap in green bags be an option also. The requirement of bubble protection is ok, just not limited to a mailer.
- We get dozens of AV items via STAT courier every day, as there is no rule against returning AV to a non-owning library. Ours get returned from all over the state. Damage has been minimal, and adding a padded envelope requirement will only improve an already existing situation. I see no particular risk to making AV transit a 2-way street instead of just one-way. This is the #1 complaint/request from our patrons and I know it ranks high on the PINES annual survey feedback.
- While this has been a hot issue for several years and patrons have been asking for this service, I regret to give my answer as no. I think with all the expense in both supplies and staff time and the more readily available digital services that it may be a case of waiting too long to start this service.

## **Addendum: Packaging Suggestions**

Submitted by Beth McIntyre, Piedmont Regional Library System

### **AV Packaging/Transporting Options for PINES Recommendation**

From my courier: While we are in support of the sharing of A/V collections across PINES to better serve patrons throughout the state, it does not appear that the currently proposed solutions for damage mitigation will be satisfactory. It is uncertain that subjecting A/V materials to the current operational practices of the various local and interregional transit services with only a single layer of additional padding will be sufficient against the dozens of pounds of force materials can be subjected to during transit.

My staff put together some links to more appropriate bubble wrap containers. We think that if the bubble wrap containers that were suggested are used, then they will be accidentally sealed because they are meant to be sealed. These containers are resealable, like Ziploc bags.

#### Bubble Wrap Containers

[https://smile.amazon.com/Suilty-Packaging-Cushioning-Protective-Packaging/dp/B08FHWNZB6/ref=sr\\_1\\_2?crd=1HJYZXYE7H5E6&dchild=1&keywords=bubble+wrap+zipper+pouch&qid=1635262488&sprefix=bubblewrap+zipper+p%2Caps%2C74&sr=8-2](https://smile.amazon.com/Suilty-Packaging-Cushioning-Protective-Packaging/dp/B08FHWNZB6/ref=sr_1_2?crd=1HJYZXYE7H5E6&dchild=1&keywords=bubble+wrap+zipper+pouch&qid=1635262488&sprefix=bubblewrap+zipper+p%2Caps%2C74&sr=8-2)

[https://www.uline.com/BL\\_7603/Slide-Rite-Bubble-Bags?keywords=Zip+Bags+bubble+wrap](https://www.uline.com/BL_7603/Slide-Rite-Bubble-Bags?keywords=Zip+Bags+bubble+wrap)

We think an integral part of safe transportation is using a different crate. If the crate is shorter, there is less weight on each of the items in the crate. My staff sent me these links.

#### Crates

<https://www.globalindustrial.com/p/flipak-attached-lid-container-6?ref=42>

<https://www.globalindustrial.com/p/orbis-solid-color-flipak-tote-21-4-5-x15-1-10-x5-1-2?ref=42>

<https://www.globalindustrial.com/p/orbis-solid-color-flipak-tote-20-3-5-x13-1-2-x6-1-2?ref=42>

For what it's worth. Thanks for asking.

Beth McIntyre, Piedmont Regional

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## Survey Results (Broken Down by Role)

1. Should PINES allow DVD and VHS sharing between systems? (Circulation modifiers: video-0, video-0-ff, video-2, video-2-ff)

### Responses by Circulation Subcommittee Members Only:

	Responses	Percentage
Yes	8	62%
No	5	38%

### Responses by Cataloging Subcommittee Members Only:

	Responses	Percentage
Yes	4	67%
No	2	33%

### Responses from Other Subcommittee Members:

	Responses	Percentage
Yes	6	60%
No	2	20%
Not Sure	2	20%

### Responses from Directors who are not subcommittee members:

	Responses	Percentage
Yes	17	71%
No	5	21%
Not Sure	2	8%



**2. Should PINES allow Audiobook sharing between systems? (Circulation modifiers: audiobook and audiobook-ff)**

**Responses by Circulation Subcommittee Members Only:**

	<b>Responses</b>	<b>Percentage</b>
Yes	8	62%
No	5	38%

**Responses by Cataloging Subcommittee Members Only:**

	<b>Responses</b>	<b>Percentage</b>
Yes	3	50%
No	2	33%
Not Sure	1	17%

**Responses from Other Subcommittee Members:**

	<b>Responses</b>	<b>Percentage</b>
Yes	7	70%
No	1	10%
Not Sure	2	20%

**Responses from Directors who are not subcommittee members:**

	<b>Responses</b>	<b>Percentage</b>
Yes	18	75%
No	4	17%
Not Sure	2	8%

**3. Should PINES allow CD sharing between systems? (Circulation modifiers: music and music-ff)**

**Responses by Circulation Subcommittee Members Only:**

	<b>Responses</b>	<b>Percentage</b>
Yes	8	62%
No	5	38%

**Responses by Cataloging Subcommittee Members Only:**

	<b>Responses</b>	<b>Percentage</b>
Yes	4	67%
No	2	33%

**Responses from Other Subcommittee Members:**

	<b>Responses</b>	<b>Percentage</b>
Yes	5	50%
No	2	20%
Not Sure	3	30%

**Responses from Directors who are not subcommittee members:**

	<b>Responses</b>	<b>Percentage</b>
Yes	17	71%
No	5	21%
Not Sure	2	8%

**4. Should PINES allow Videogame sharing between systems? (Circulation modifier: videogame)**

**Responses by Circulation Subcommittee Members Only:**

	<b>Responses</b>	<b>Percentage</b>
Yes	6	46%
No	7	54%

**Responses by Cataloging Subcommittee Members Only:**

	<b>Responses</b>	<b>Percentage</b>
Yes	3	50%
No	3	50%

**Responses from Other Subcommittee Members:**

	<b>Responses</b>	<b>Percentage</b>
Yes	5	50%
No	2	20%
Not Sure	3	30%

**Responses from Directors who are not subcommittee members:**

	<b>Responses</b>	<b>Percentage</b>
Yes	16	67%
No	5	21%
Not Sure	3	12%

5. **Should libraries be required to package DVDs in reusable (and unsealed) bubblewrap mailers for transit between library systems through the statewide courier service in order to reduce breakage?**

**Responses by Circulation Subcommittee Members Only:**

	<b>Responses</b>	<b>Percentage</b>
Yes	12	92%
No	1	8%

**Responses by Cataloging Subcommittee Members Only:**

	<b>Responses</b>	<b>Percentage</b>
Yes	6	100%
No	0	0%

**Responses from Other Subcommittee Members:**

	<b>Responses</b>	<b>Percentage</b>
Yes	8	80%
No	1	10%
Not Sure	1	10%

**Responses from Directors who are not subcommittee members:**

	<b>Responses</b>	<b>Percentage</b>
Yes	20	83%
No	3	13%
Not Sure	1	4%

- 6. If a library does not package a DVD in a bubblewrap mailer and it gets broken in transit, should the owning library be able to invoice the sending library?**

**Responses by Circulation Subcommittee Members Only:**

	<b>Responses</b>	<b>Percentage</b>
Yes	8	62%
No	5	38%

**Responses by Cataloging Subcommittee Members Only:**

	<b>Responses</b>	<b>Percentage</b>
Yes	5	83%
No	1	17%

**Responses from Other Subcommittee Members:**

	<b>Responses</b>	<b>Percentage</b>
Yes	5	50%
No	3	30%
Not Sure	2	20%

**Responses from Directors who are not subcommittee members:**

	<b>Responses</b>	<b>Percentage</b>
Yes	15	63%
No	6	25%
Not Sure	3	12%

7. If libraries are required to package DVDs in bubblewrap mailers for transit between systems, should libraries purchase their mailers individually as needed, or should a group purchase be organized by a fiscal sponsor and library systems billed appropriately?

**Responses by Circulation Subcommittee Members Only:**

	<b>Responses</b>	<b>Percentage</b>
A group purchase should be organized and libraries invoiced	7	54%
Library systems should make their own purchases	6	46%

**Responses by Cataloging Subcommittee Members Only:**

	<b>Responses</b>	<b>Percentage</b>
A group purchase should be organized and libraries invoiced	4	67%
Library systems should make their own purchases	2	33%

**Responses from Other Subcommittee Members:**

	<b>Responses</b>	<b>Percentage</b>
A group purchase should be organized and libraries invoiced	9	90%
Library systems should make their own purchases	0	0%
(No answer)	1	10%

**Responses from Directors who are not subcommittee members:**

	<b>Responses</b>	<b>Percentage</b>
A group purchase should be organized and libraries invoiced	15	63%
Library systems should make their own purchases	7	29%
(No answer)	2	8%