

QUICK PICKS: DELIGHTING CUSTOMERS AND DECREASING WAIT TIME WITH SERENDIPITOUS DISCOVERY

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WHY?

- ACCESS
- Dozens of copies sitting on the shelf after popularity wanes
- Long holds lists
- Desire to encourage browsing
- Illustrates the depth of our collection

CHALLENGE #1: COLLECTION RULES

- Pros and cons of holds vs. Quick Picks
- Chose the following collection rules:
 - No renewals
 - No holds
 - Checking out a Quick Pick copy removes you from the holds list
 - Limit of 2 Quick Pick books and 2 Quick Pick DVDs/BluRays at a time
 - Checkout is 1 week, instead of our usual 3



CHALLENGE #2: TO LEASE OR NOT TO LEASE?



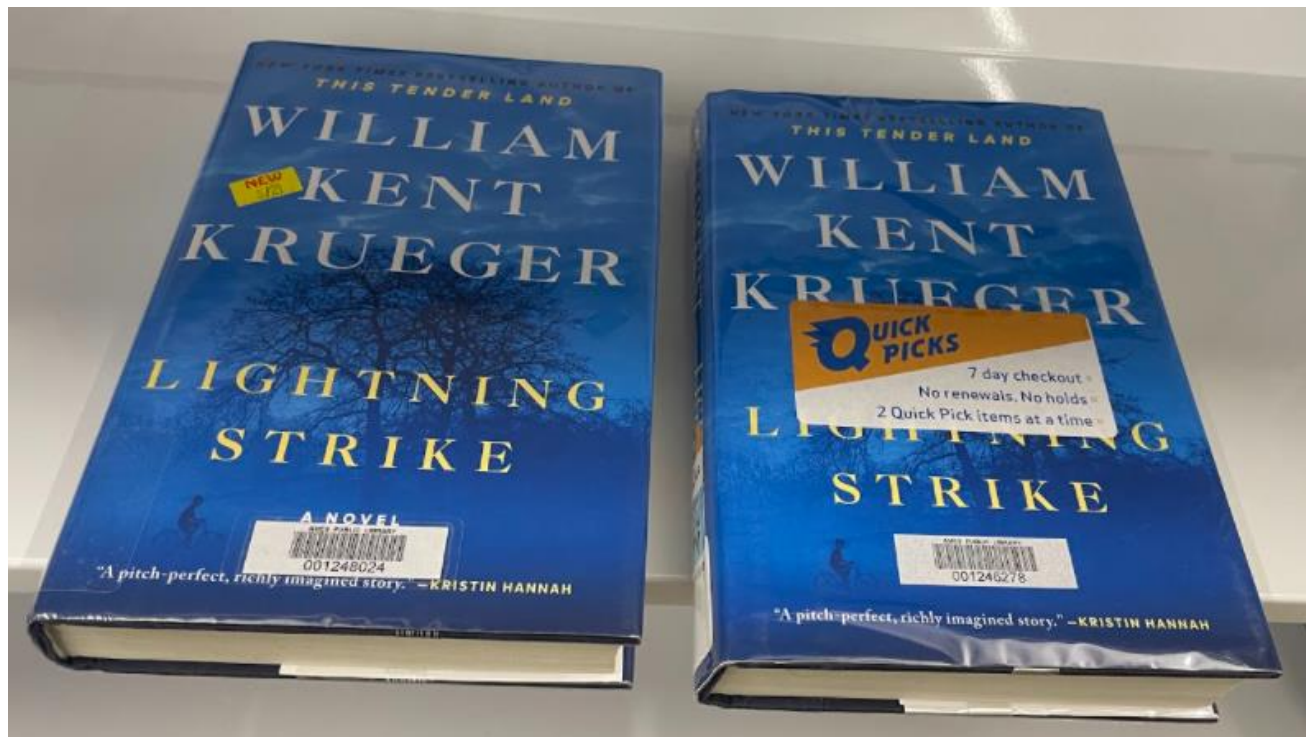
- Researched leasing through B+T and Ingram
- Purchasing was the right fit for our library
 - Cost
 - Staff time
 - Uses for withdrawn copies

CHALLENGE #3: FUNDING

- Decided that we needed about \$2500 to get started and build a seed collection
- Funding taken from other fiction budget lines, only impacting one selector
- Support funding from Friends Foundation
 - Budgeted \$6000 for this fiscal year
 - Spent around \$2000 and we are halfway through

CHALLENGE #4: MARKETING

- How will customers/staff know it's a Quick Pick?



MARKETING...



- Where should they go?
- What do we call the collection?

HOW DO YOU DECIDE WHAT TO BUY?



BROWSE > SELECTION LISTS > ADULT

Adult

Audiobooks

[Adult Audiobooks - January 2022](#)
[Adult Audiobooks December 2021](#)
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Bestsellers

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Book Leasing

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- Monthly leasing lists from B+T
- Holds reports in our ILS
- Circulation of previous books by author and anticipated demand

HOW DO YOU DECIDE WHAT TO WEED?

- Started with decisions based on circulation, now more observational
- One copy at a time, pub dates, compare to regular collection
- Watch out for surprises!



SCALABILITY – QUICK PICKS FOR ALL!



- Any size, any budget
- Start with just 2-5 books by the most popular authors at your library
- Always have 1-2 on the shelf

HAPPY CUSTOMERS, HAPPY STAFF

- Last week a customer drove from Marshalltown for the newest season of *Star Trek: Discovery*
- Regarding Colson Whitehead's *Harlem Shuffle* "I was just listening to the author on NPR and I couldn't believe the book was here—it feels like a present to not have to wait!"
- Customers gleefully telling staff what their previous spot in the holds queue was as they walk away with their Quick Pick copy

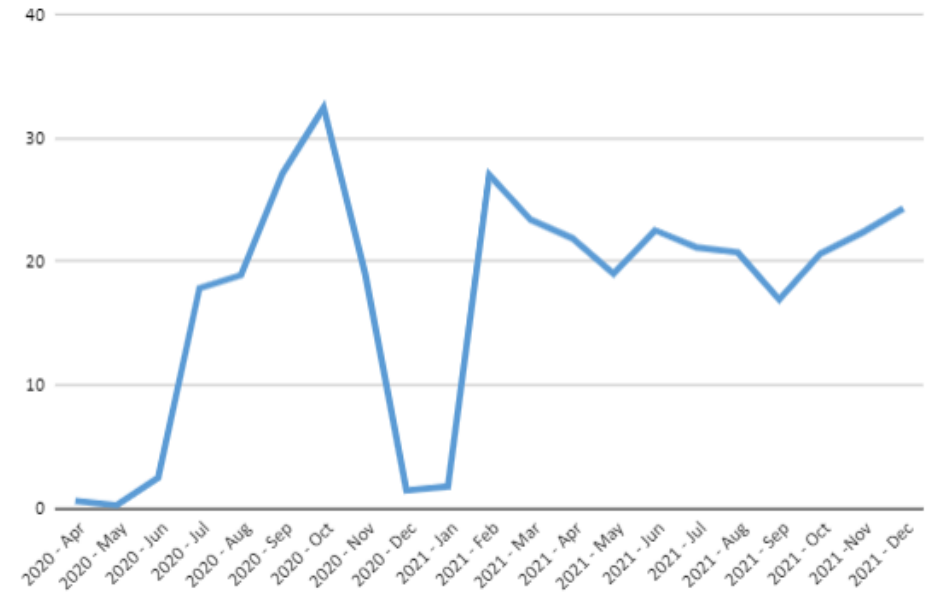
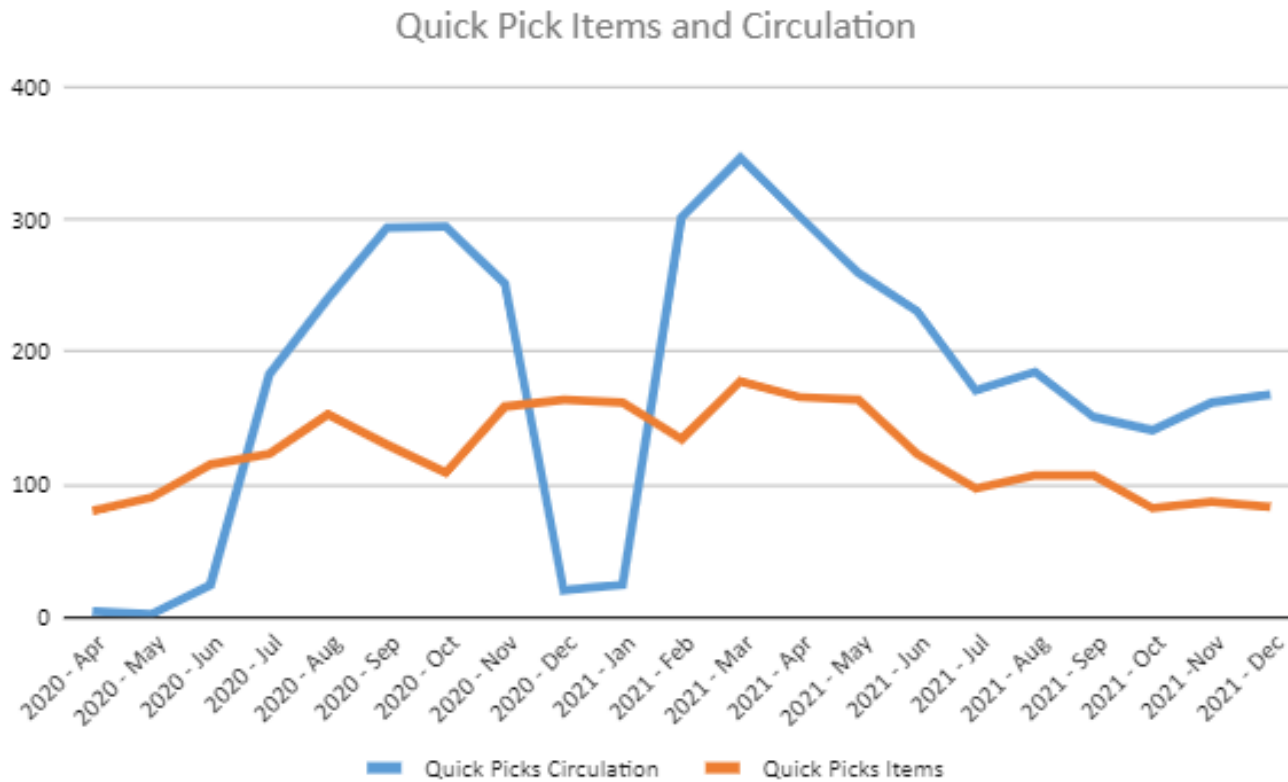


MORE HAPPY THAN NOT

- Customer Accounts (Circ) staff say there are “LOTS of people who are shocked to find a new title on the shelf. Lots of people coming in specifically to get [a] new title they saw in the catalog.”
- A customer just heard about the collection, and saw there was a copy of *The Rose Code* by Kate Quinn (at that time a 6 week wait on hold). She said she would be back for Quick Picks because “it’s a gold mine up here!” She left with 2 Quick Picks and was very pleased.
- Of course, challenges happen too.



DATA DATA DATA



THE UNEXPECTED



- Circulation stats don't lie
- Wear and Tear
- Cataloging complications
- Location, location, location

All

Audiobook CD

Book

Book and Audio

☐ Exclude

Collections

Puzzles

Quick Picks

Quick Picks Movies

READAbout

Ready Reference

☐ Exclude

All

Adolescent

Adult

General

☐ Exclude

Languages

All

English

Chinese

French

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ALWAYS MORE TO THINK ABOUT

- Did it decrease wait time?
- Is it worth it?
- Should we take advantage of the Lucky Day feature in OverDrive and does it exist in Libby?
- Collection diversity in this type of collection



QUESTIONS?