**Hold Receipt vs Label Study 2022-12**

**Purpose of Study**: To evaluate whether hold receipts are a feasible option in place of hold labels.

This report provides background addition to summarizes key findings, followed by sections with detailed supporting data. It concludes with possible considerations for the future.

# Background

With the price of hold labels increasing, ongoing supply chain issues and the level of stickiness of the labels, we are going to test using hold receipts instead of hold labels.

Here is the cost breakdown:

* We had roughly 800,000 holds placed in the last 12 months.
* Sticky labels cost $30 per 1000 labels ($.03 each). The cost per roll may be about to double though. Based on the $30 per roll, we spend around $24,000 on labels per year. That could increase to $48,000 if the price does double.
* Receipt paper costs $65.43 per box of paper (24 rolls) or $2.72 per roll. There is 324’ on each roll. If each hold receipt were 5.5”, we could have 707 hold slips per roll or $.003 per slip. If they are 6”, we could have 648 hold slips per roll or $.004 per slip. In that case, we would spend $2,400 to $3,200 on hold slips per year.
* Additionally, the cost of receipt printers is approximately $500 while hold label printers are double that amount. IT has a few extra receipt printers if locations found that they needed one in their back room.

All libraries completed a baseline study to track morning/daily holds, expired holds, and delivery. A two week testing study followed the one week baseline study with Belle Isle, Edmond, Village, and Warr Acres using hold reciepts instead of hold labels.

# Key findings: Time data

The data below are averages from the data libraries submitted.

**Pulling Holds**

* For the baseline period,
	+ All libraries spent 1 minute and 4 seconds per item pulling and putting the label on
	+ Non test libraries spent 1 minute and 1 second per item pulling and putting the label on
	+ Test libraries spent 1 minute and 15 seconds per item pulling and putting the label on
	+ Edmond spent 2 minutes and 16 seconds per item pulling and putting the label on
* For the testing period,
	+ All libraries spent 55 seconds per item pulling and putting the label on
	+ Non test libraries spent 51 seconds per item pulling and putting the label on
	+ Test libraries spent 1 minute and 11 seconds per item pulling and putting the receipt in
	+ Edmond spent 1 minute and 52 seconds per item pulling and putting the receipt in

*For pulling holds, 4 to 24 seconds is saved using hold receipts over hold labels per item.*

**Expired Holds**

* For the baseline period,
	+ All libraries spent 26 minutes and 16 seconds processing the holds expired list
		- A breakdown of 1 minute and 13 seconds per item
	+ Non test libraries spent 19 minutes and 11 seconds processing the holds expired list
		- A breakdown of 1 minute and 11 seconds per item
	+ Test libraries spent 52 minutes and 46 seconds processing the holds expired list
		- A breakdown of 1 minute and 17 seconds per item
	+ Edmond spent 1 hour, 5 minutes and 50 seconds processing the holds expired list
		- A breakdown of 1 minute and 4 seconds per item
* For the testing period,
	+ All libraries spent 22 minutes and 7 seconds processing the holds expired list
		- A breakdown of 1 minute and 31 seconds per item
	+ Non test libraries spent 17 minutes and 53 seconds processing the holds expired list
		- A breakdown of 1 minute and 37 seconds per item
	+ Test libraries spent 36 minutes and 56 seconds processing the holds expired list
		- A breakdown of 1 minute and 8 seconds per item
	+ Edmond spent 1 hour, 23 minutes and 43 seconds processing the holds expired list
		- A breakdown of 1 minute and 13 seconds per item

*For processing expired holds, 0-9 seconds is saved using hold receipts over hold labels per item.*

**Delivery**

* For the baseline period,
	+ All libraries spent 55 minutes and 52 seconds shelving holds
		- A breakdown of 37 seconds per item
	+ Non test libraries spent 41 minutes, and 5 seconds shelving holds
		- A breakdown of 38 seconds per item
	+ Test libraries spent 2 hours, 4 minutes, and 55 seconds shelving holds
		- A breakdown of 30 seconds per item
	+ Edmond spent 3 hours and 16 minutes shelving holds
		- A breakdown of 20 seconds per item
* For the testing period,
	+ All libraries spent 39 minutes and 38 seconds shelving holds
		- A breakdown of 26 seconds per item
	+ Non test libraries spent 23 minutes, and 4 seconds shelving holds
		- A breakdown of 26 seconds per item
	+ Test libraries spent 1 hour, 41 minute, and 20 seconds shelving holds
		- A breakdown of 27 seconds per item
	+ Edmond spent 3 hours and 7 minutes shelving holds
		- A breakdown of 23 seconds per item

*For shelving delivery, 0-3 seconds is saved using hold receipts over hold labels per item.*

# Hold Receipts

Several changes were made to hold receipts during the test by request of the test libraries. In the end, hold receipts had mirrored information so we could fold the receipts. This allowed the receipt to be read from both directions, with the guest 4x4 then call number, title, and author information.

We also began putting the hold receipts at the bottom of the book. This allowed the item barcode information to be read quickly to assist with processing the holds expired list.

# Guest Feedback

We received mixed feedback from guests. Of the 64 submitted comments, 20 were positive and 44 were negative.

* Origins of Positive Comments: Belle Isle 3, Downtown 1, Edmond 6, Luther 1, Northwest 2, Southern Oaks 4, Village 2, and Wright 1.
* Origins of Negative Comments: Belle Isle 1, Edmond 36, Midwest City 1, Ralph Ellison 1, Southern Oaks 3, and Village 2.

Positive Feedback Included:

* Complains of the label stickiness and ease of hold receipts to remove
* Using the receipt as their bookmark
* Happy the hold labels wouldn’t damage books
* Guest thought hold receipts would save labor and effort for guests in removing hold labels. Hold receipts are easy to remove.

Negative Feedback Included:

* Didn’t like them
* Frustration from missed picking up all their holds because the inconsistency in hold labels/receipts and receipts were hard to read (reported from at least 3 libraries)
* Receipts are messy
* Difficult to find on the hold shelf
* Hard to identify library material vs personal material

# Considerations for the future

* Have all libraries participate in hold receipts instead of labels for three weeks. We want to fully test the hold shelf with hold receipts to hear full feedback from guests and evaluate how long it takes the holds expired list to be processed.
	+ Make placement of the hold receipt consistent
	+ During the testing period, feedback meetings to share directly with Manager of Access to evaluate formatting and content of the labels.
	+ Track data in the final week only. This allows us to have data but not include the full period as tracking slows the overall process, and it allows us to track when staff are more confident / faster in the process.
* Talk with Books by Mail to see how Kiosk would work with receipts.
* Do we want to survey staff? What would we do with the feedback? Two staff members made the request to Manager of Access.