**PITTSBURGH - DUPLICATION ON DEMAND PANEL**

**Timeline:**

In April 2016, we investigated other circulation systems as options to CUL with a heavy focus on ways of fulfilling orders through duplication. After careful consideration, we asked and obtained permission from NLS to speak with Data Management about their circulation circulation-system and discuss options for enhancement modules.

We knew that the new mode for fulfillment could have impact on staffing. We began creating new positions to assist with new modes of fulfillment, completing technical processes, and programming.

Shortly after conversion to Webreads the first Gutenberg machine and accompanying hardware arrived for assembly. The machine was not plug and play. There was some work required from our network administrator to assign a MAC address and allow out of network communication.

After realizing there was no process for auto-selection, we began development discussions with Data Management on designing an auto-select batch program for Gutenberg processing. This was a slight delay in getting started. We converted in late April and started DoD in June.

At the beginning, we started asking our most frequent users to convert to DoD via phone conversations. Soon after, we began automatically assigning all new patrons to DoD and set a standard for DoD cartridge and title max of 3 and 6.

We made formal request for NLS to consider delivery of a second Gutenberg machine when circulation hit approximately 40% of daily circulation. A few week slate the second machine arrived which required the same networking issues to be resolved.

On March 20, 2019, we asked Data Management to begin switching patrons over in blocks of 500. The result was a massive amount of cartridges produced in the morning batch process. That process could take up to a few hours a day to complete. Turn around for our patrons can take upwards of two hours or longer to separate cartridges from containers and check-in using scanner.

**A few helpful hints:**

* One person may not be enough depending on your circulation counts.
* Create storage space for cartridge and container delivery.
* Monitor card stock during first few weeks and be sure to order ahead.
* Allocate space for the Gutenberg machines, toaster racks, scanners and printers. Each station will use approximately a large desk and a table for each printer and set of scanners.
* Start to get the message out to your patrons early. We used our newsletter and gave information to patrons during reference calls.
* Expect a high volume of phone calls from less tech savvy users.
* Start to anticipate staff changes whether it be through job descriptions or size.
* Incorporate volunteers into stripping labels off containers and cartridges for repurposing.
* Expect a little bit of a bottleneck with turnaround purpose. We only have one set of scanners and printer.

**Presentation Videos:**

Pittsburgh Repurposing NLS Cartridges

[https://www.youtube.com/watch?v=ytpw78zf8tA](https://nam05.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.youtube.com%2Fwatch%3Fv%3Dytpw78zf8tA&data=02%7C01%7Cwrightj%40carnegielibrary.org%7Cea60f21abe034fdd9b7608d6d226b4cd%7C37ded2a5c343481abc297a4ff68f56a2%7C0%7C0%7C636927461012575944&sdata=4CJTc3gzO2XBDt3stVjfBiWlq9vzZ2D82d8BKtJC6bw%3D&reserved=0" \t "_blank)

Pittsburgh Volunteers prep for Repurposing

[https://www.youtube.com/watch?v=F5kCToFb\_SQ](https://nam05.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.youtube.com%2Fwatch%3Fv%3DF5kCToFb_SQ&data=02%7C01%7Cwrightj%40carnegielibrary.org%7Cea60f21abe034fdd9b7608d6d226b4cd%7C37ded2a5c343481abc297a4ff68f56a2%7C0%7C0%7C636927461012585958&sdata=Lo4BmLJXVxh1eqD%2B%2FbGJQogbpWqxjM0KTjPz%2FKZMIcw%3D&reserved=0" \t "_blank)

Pittsburgh Gutenberg Processes

[https://www.youtube.com/watch?v=P79MQ7oS2fU](https://nam05.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.youtube.com%2Fwatch%3Fv%3DP79MQ7oS2fU&data=02%7C01%7Cwrightj%40carnegielibrary.org%7Cea60f21abe034fdd9b7608d6d226b4cd%7C37ded2a5c343481abc297a4ff68f56a2%7C0%7C0%7C636927461012595959&sdata=e3Pd9CsVUJefnwV07jRgsKJV520tksecogJ5BeelikU%3D&reserved=0" \t "_blank)