JULAC Library Card Project – Synergy for Success

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JULAC Forum 2015 at HKIEd
Background

• A Task Force for JULAC Card Project, chaired by HKUST in collaboration with JSYS and JASC, was formed in April 2013

• Objectives of the Task Force
  - designing a better JULAC library card
  - streamlining card production and card registration processes
  - maximizing users’ convenience
  - enhancing library staff’s work efficiency
Characteristics of the new design

1. Plastic card with a common barcode pattern

JULAC Common Barcode (jbarcode)

\[ xx + xxxxx + J + x + x + x + x \]

\[ a b c d e f \]

- Institutional ID (2-digit): 80-89
- Sequential Number (5-digit): 00001-99999
- JULAC Letter: J
- Reserved Letter: A-Z (exclude I and O)
- Card Replacement Digit: 1-9
- Check Digit: 0-9

Examples of jbarcodes

- cuhk: 80 12345 J A 1 1
- cityu: 81 12345 J B 1 4
- hkbu: 82 12345 J C 1 7
- hkied: 83 12345 J D 1 0
- polyu: 84 12345 J E 1 3
- hkust: 85 12345 J F 1 6
- lu: 86 12345 J G 1 9
- hku: 87 12345 J H 1 2
2. JULAC Card Registration System (JCRS) – Patron record-on-demand model
Work allocation & responsibilities

Task Force

- Drafting specifications and tendering card printers & card printing software
- Determining card design
- Contacting INNOVATIVES to accept the new barcode pattern in the Millennium Systems
- Testing the access gates at different institutions
- Enhancing registration model at host libraries

JSYS

- Proving technical support and programming

JASC

- Arranging the logistics
- Launching new JULAC Cards
Card design and card production

This card is the property of the issuing library. It is not transferable and must be returned to the issuing library upon completion or termination of programme or employment. Loss of this card must be reported to the issuing library as soon as possible. Replacement charges will be incurred. For other details, please visit http://www.julac.org/julaccard.
• HKUST developed two common programs to retrieve and share patron’s data.

• A local program was created by each member library to provide patron data from the home library. This local program was used to authenticate users, validate eligibility, and get patron data from INNOPAC.

• Another local program was also developed by each member library for online import of patron data to INNOPAC.
## Timeline

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014.04</td>
<td>Roll out <a href="#">JULAC card page</a>, hardware &amp; software setup</td>
</tr>
<tr>
<td>2014.05.19</td>
<td>Official launch</td>
</tr>
<tr>
<td>2014.05 - 2014.08</td>
<td>Invite legitimate applicants for card replacement (card expiry beyond 31 Dec 2014)</td>
</tr>
<tr>
<td>2014.09</td>
<td>Invite new faculty, staff &amp; PG for card application</td>
</tr>
<tr>
<td>2014.10 - 2014.12</td>
<td>Send several reminders to existing JULAC card holders who have not applied for card replacement</td>
</tr>
<tr>
<td>2014.11.28</td>
<td>The last day to change expiry date of old JULAC card patron records to 31 Dec 2014</td>
</tr>
<tr>
<td>2014.12.31</td>
<td>The last day for parallel run of old and new JULAC cards</td>
</tr>
<tr>
<td>2016.06.30</td>
<td>Consider to purge outdated JULAC card patron records</td>
</tr>
</tbody>
</table>
Promotion

Replace your JULAC Library Card

Contact your home library for details

JULAC Library Card Replacement

Paper Card Replacement

Act Now

Do it before Dec 31, 2014

Please contact your home for any enquiries

HKUST Library
Communication

• Each institution selects contact person(s) implementing JULAC Cards
• Prepare a document “Issues Relating to JULAC Card Replacement Project”
## Review

### Replacement rate (May 2014 – Jan 2015)

<table>
<thead>
<tr>
<th>Institution</th>
<th>Paper Card to be replaced (expired after Dec 31 2014)</th>
<th>Replacement for New JULAC Card</th>
<th>Replacement rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>CityU</td>
<td>923</td>
<td>555</td>
<td>60.1%</td>
</tr>
<tr>
<td>CUHK</td>
<td>1435</td>
<td>939</td>
<td>65.4%</td>
</tr>
<tr>
<td>HKBU</td>
<td>569</td>
<td>380</td>
<td>66.8%</td>
</tr>
<tr>
<td>HKIEd</td>
<td>242</td>
<td>200</td>
<td>82.6%</td>
</tr>
<tr>
<td>HKU</td>
<td>1133</td>
<td>577</td>
<td>50.9%</td>
</tr>
<tr>
<td>HKUST</td>
<td>290</td>
<td>229</td>
<td>79.0%</td>
</tr>
<tr>
<td>LU</td>
<td>268</td>
<td>167</td>
<td>62.3%</td>
</tr>
<tr>
<td>PolyU</td>
<td>990</td>
<td>467</td>
<td>47.2%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>5850</strong></td>
<td><strong>3514</strong></td>
<td><strong>60.1%</strong></td>
</tr>
</tbody>
</table>
## New cards issued
*(Jun 13 – Jan 14 Vs Jun 14 – Jan 15)*

<table>
<thead>
<tr>
<th></th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total cards Issued</td>
<td>Card replacement</td>
<td>New applications</td>
</tr>
<tr>
<td>CityU</td>
<td>814</td>
<td>0</td>
<td>814</td>
</tr>
<tr>
<td>CUHK</td>
<td>1475</td>
<td>0</td>
<td>1475</td>
</tr>
<tr>
<td>HKBU</td>
<td>1042</td>
<td>0</td>
<td>1042</td>
</tr>
<tr>
<td>HKIEd</td>
<td>305</td>
<td>0</td>
<td>305</td>
</tr>
<tr>
<td>HKU</td>
<td>829</td>
<td>0</td>
<td>829</td>
</tr>
<tr>
<td>HKUST</td>
<td>169</td>
<td>0</td>
<td>169</td>
</tr>
<tr>
<td>LU</td>
<td>121</td>
<td>0</td>
<td>121</td>
</tr>
<tr>
<td>PolyU</td>
<td>591</td>
<td>0</td>
<td>591</td>
</tr>
<tr>
<td>Total</td>
<td><strong>5346</strong></td>
<td>0</td>
<td><strong>5346</strong></td>
</tr>
</tbody>
</table>

*No. of cards issued for replacement are excluded

*Increased by 51%*
New cards issued
(Jun 13 – Jan 14 Vs Jun 14 – Jan 15)

New JULAC Card Application

{increased by 51%}

Jun 2013 - Jan 2014: 5346 UG, 8085 PG
Jun 2014 - Jan 2015: 8085 UG, 5346 PG

{No. of cards issued for replacement are excluded}
Physical access to individual host libraries by JULAC Card holders

Access to Individual Host Libraries by JULAC Card Holders

[HKUST is open access and therefore has no access record]
Total in-person loans in host libraries by JULAC Card holders

**Total In-person Loans in Host Libraries**

- **Jun 2013 - Jan 2014**: 25,154
- **Jun 2014 - Jan 2015**: 18,619

*Decreased by 26%*
Achievements

1. Increase service and convenience
2. Improve work efficiency
3. Facilitate wider access to library resources
Attributes of success

1. Commitment and effort among members
2. Leadership
3. Willingness to be flexible and adaptable
4. Balance local priorities and group commitment
5. Patience
6. Culture of collaboration
Challenges

1. Technical
2. Unequal distribution of commitment and effort among members

Caveat

Collaboration takes time & requests additional administrative cost
Moving Forward ...