**Kudzu Ops Call**

February 21, 2025

**What is Kudzu? A Quick Overview**

* History
  + Started in 2000
  + Celebrating 25th Anniversary
  + Originally included Lanter courier service; as that declined, a Fed Ex Courier option became available but is less commonly adopted
* Members
  + - University of Alabama
    - UAB
    - UAB Lister Hill Health Sciences
    - University of Arkansas
    - Auburn
    - Clemson
    - East Carolina
    - George Mason
    - Georgia Tech
    - University of Kentucky
    - University of Louisville
    - University of Memphis
    - University of Miami
    - University of Mississippi
    - Mississippi State
    - UNC-Charlotte
    - UNC-Greensboro
    - University of South Carolina
    - University of Tennessee
    - Tulane
    - Vanderbilt
    - Vanderbilt Law
    - VCU
    - Wake Forest
    - William & Mary
* A comparison of a customer service

  AI-generated content may be incorrect.Services/expectations compared to Base Level Service
  + Base Policies: <https://www.aserl.org/programs/aserl-wrlc-ill/>
  + Kudzu Policies: <https://www.aserl.org/programs/aserl-wrlc-ill/kudzu-ill-policy/>
  + Biggest differences: Kudzu requires expedited (2-day) shipping and 24-hour turnaround
    - The difference in loan periods is likely an error in the documentation
    - Have turnaround times become standard anyway? Is there a difference in how you process Kudzu requests?
* Usage

 Stats:<https://www.aserl.org/programs/aserl-wrlc-ill/ill-stats/>

* Graph includes only data from Kudzu through OCLC and Rapid; Alma-to-Alma or other request pathways would not be included
* PASCAL has similar lending patterns
* Big drop around the time the courier changed to expedited shipping
* Big drop through 2021, level since then; may indicate this is the base level for print circulations

**Discussion**

* Longer turnaround times are prevalent
* If we were to request all ASERL shipments be done with expedited shipping, would you get pushback?
  + Not if it were reciprocal
  + Returns at library rate
* Shipping: Vanderbilt uses Fed Ex; shipping person uses 2day for FedEx kudzu libs, express or ground for others
* POLL: At this time, do you handle Kudzu requests differently than other ASERL requests? (Check all that apply)
  + Yes, we process them faster (11)
  + Yes, we mail them with faster shipping (15)
  + Yes, we consider exceptions to non-circulating or other policies for Kudzu partners (9)
  + Yes, other
  + No, we pretty much handle everything the same (9)
* POLL: What would you like to see in enhanced resource sharing (Check one)
  + Getting items faster (3)
  + Longer loan periods (15)
  + Consideration for non-standard requests (8)
  + Other (1)

Marked preference for 12 or 16 week loan periods; many already using as standard

If anyone is considering joining Alma P2P hybrid pods or Rapido pods, it’s a longer loan period.

Who makes decisions about loan periods in your library?

* Library assembly
* Chat: lots of bureaucracy
* Steering committee
* Associate Dean
* Don’t need formal approval
* Probably not a lot of resistance

Do you use expedited shipping as a general default?

* State courier
* Lending via expedited shipping, returning by library rate
* Haven’t used USPS regularly since the pandemic
* Depends on state budget cuts
* Generally use UPS (4)
* We use FedEx for Kudzu and everyone else USPS (2), ship all within 24 hours
* Use Fedex for almost everything
* Can we talk to the non-Kudzu libraries about their willingness to use an expedited shipper

Do you recall loans?

* Only if we can’t get it from another library or if it’s needed for a course reserve

What are the feelings about print these days?

* If items get used, let it go out–not as precious as they were
* Non-print formats–still some lending, not as much
* Microfilm is the worst—the user doesn’t actually want it half the time
* DVDs go out. Shorter periods, no renewals
* Demand isn’t what it used to be

Request for whole books have increased via rapid.

* Some of them are automated and no one reviews it
* The benefits of unmediated automation outstrip any issues, in my opinion. It's easy enough to do a "bad citation" note in Rapid.

Opportunity to standardize some best practices–standardize recalls, eg

* I hate overdue notices sent immediately after due date–-leaving no time for processing or shipping. Two weeks would be ideal before sending automated overdues
* Scanning standards–making sure everybody OCRs what they send out

Is your library making any changes to come into compliance with ADA’s Title II changes?

* Request forms will be going through an update
* Our new OCR compliant scanners arrive next week

Is there an expectation for invoice charges? Replacement cost? standard charge?

* In Kudzu policies–we don’t charge each other for overdue, but we invoice for lost and missing
* I check with our CM team before I bill, if we’re not replacing, I don’t bill. Not worth the time it takes and funds go to general university fund, not the library

Should we have a shared invoice schedule?

* VU Usually do this a couple of months before the end of the semester

Can we gather info on do you accept replacements? Payment mechanisms?

* Some places pay overdues and invoices through IFMs
* Replacing–searching, invoicing, collecting, processing–costs more than its worth for books that we aren’t replacing anyway
* Could IFM be the preferred payment
  + With IFM, it reduces the IFM charges on our OCLC bill. So the library benefits.
  + Lost book money goes to Acquisitions budget. OCLC bill comes from Operating budget. We've been told not to use IFM to bill for lost items or to pay for lost items. Only service fees
  + OK with pushing IFM as the preference, if it’s not required