

System Managers Meeting

April 12, 2005

Our thanks to EPL for hosting the meeting.

MiLE Contact List - Kristen passed around the MiLE Contact List for updating and corrections. We would like to have two contacts at each library.

MiLE In Transit in WorkFlows - Sometimes, items pulled for MiLE from the pull holds report are being put in transit even though the library does not wish to send them. If you are not sending these items, please cancel the hold and transit them in. Vicki spent two full days fixing these recently.

We will look for a report to run so these items can be identified, since the in transit wizard only tells you what is incoming.

Michicard User IDs in Sirsi - Just a reminder to please use patrons' home library cards and IDs. Do not issue a new card.

AV Cataloging - Ann Langlois is the new AV cataloger. She asks that more than title and sound recording be put in AV records. Please use ISBNs or stock numbers if they are available. If you are doing a fast add at circulation, they should be MARC, not MARC-NEW. Sometimes, UPC codes are going in as ISBNs.

MPL requested that wide screen or full screen be put in the DVD records. Their patrons are requesting this.

MCL said that Ann tries to get items back to owning libraries as quickly as she can. Several people commented that they've gotten them back in 24 hours. SCS said there had been a problem with staff seeing holds on non-holdable AV items, and canceling the hold. Please ask staff to look for Ann's name on AV holds, and to send them to her for cataloging.

On-Order Status in iBistro - Currently, iBistro says "item checked in at XXX Library" for on-order items. This is because of us changing the wording from "available". This cannot be changed.

SBL asked about the incorrect call number display. There is a ticket open with Sirsi. Sirsi doesn't believe this ever worked. We will try to figure out the dates, roughly, when it was working.

Patron Purge - No one had gotten the memo from Tammy, so Pat was kind enough to make copies for everyone. It is time to do the annual patron purge. The memo contains suggested criteria, which each library can change. Please fill this out and return it within the next couple of weeks.

X12 Ordering in Acquisitions - ROM has successfully sent X12 orders. There are a few glitches, but if you would like to join in, please contact Kristen.

SVA Duplicate Calls - Kristen asked how this is going. There have been no recent patron complaints of duplicate calls.

SVA Statistics - There is no way to get SVA renewal stats by library. Kristen can run a script on the 1st of each month to pull the total number of SVA renewals. We will continue to express our displeasure with this change from Talk To Me with Sirsi.

SHL commented that SVA seems to be working well. Their use of mailers is way down.

Sirsi Visit - Rick Branham, our strategic account manager, is coming to visit us this Thursday. He will attend Council in the morning, and will be available to meet with System Managers at 2 pm at SCS. Please come. If you cannot, and have concerns you'd like to raise with Rick, please e-mail slcstaff and we'll pass them on.

Turning Away Patrons - One member library has been turning away TPL patrons because, "they don't follow SLC rules." This is not true. If a patron is from a community with a public library, they can get a public profiled card. It is up to each library to decide who gets a public profiled card. All libraries must honor public profiled cards from other member libraries.

Round Robin - CHE has changed all their on order items with a type of ON-ORDER-N, except for DVDs. This should fix most of the issues with this order type.

CHE will tentatively close around 22 May, reopen 1 June and have their open house 18 June (two days before the kick off for Summer Reading Program).

TPL has a patron who is unhappy he can't edit his favorites. We will experiment with this, and possibly turn the feature off if it cannot be made functional.

TPL enjoyed having Chris and Ken out to the library. They got to meet a lot of staff who had talked to them but hadn't seen them.

WAM is noticing a lot of 3 letter SLC acronyms in the city field. Lissa will look into a report to pull these records.

SHL would like a template for patron records, where they could have their city pre-fill.

RSV is now denying Internet access to patrons **whose** cards are blocked or barred. They are also accepting passport applications, which has turned out to be lucrative.

SBL would like to know the MeL Delivery code for the MISD, so they can send schoolbooks. We'll have to ask Tammy.

SCS is seeing a lot of barred patrons with bad e-mail addresses. CHE bars patrons with bounced e-mails to make sure staff see and fix the error. This may not be necessary any longer, since the division in how notes and comments are handled.

SCS would like to remind staff to please use initials, library code and date when putting notes in patron records. They are seeing a number of notes that have initials only.

SHL only got one box of library cards. More are coming.

UPL asked why e-mails bounce. A patron's mailbox may be full, they may have some kind of bulk mail program turned on or a mail server might be down.

CHE related an amusing and frustrating Comcast story.

WAM asked how long people keep patron applications. Most forever, although MPL doesn't keep adult applications, and throws out juvenile applications when the patron turns 18. WAM has been getting notices with names only, no addresses, and they'll send these out to libraries for correction.

There are a couple ways that incomplete patron information might happen. Staff must click on ok, not just on close.

SCS asked about baseball tickets. Tammy is checking on them.

Next Meeting - will be 9:30 am, May 10, 2005 at WAM.

Attendees

Smith	ARM
Kirsten	CHE
Minor	CHE
Morian	CMPL
Price	EPL
Gillis	HPW
Couck	LEN
Casamer	MCL
Goike	MPL
Blevins	ROG
Eick	RSV
Harvey	RSV
Burgeson	SBL
Orlando	SCS
Radachy	SCS
Pierce	SHL
Brodak	TPL
Doege	UPL
Urban	WPL