

System Managers' Meeting

February 8, 2005

Communication with Libraries - At the last Council meeting, some directors felt that a review of how SLC staff communicate with member libraries should be done. Currently, official communications go to member libraries via fax.

E-mail works well, but sometimes library staff do not check e-mail often, or the system manager isn't at work when the e-mail comes in. Sometimes staff do not check fax machines.

Possibilities suggested include having another e-mail list for system notifications, which could include as many staff as each library felt was useful, a weekly status report either via e-mail or posted on the web or ccing all e-mails to or from SLC staff to the system managers list. It was decided that weekly wasn't timely.

SLC staff will start sending official communications via e-mail as well as fax. Libraries are encouraged to use the system managers' list (system-managers@libcoop.net) to ask questions and present solutions. Tammy will come up with procedures for co-op staff to follow.

Placing Holds when Prompted for Hold Overrides - Please tell staff, especially reference staff, not to override when prompted to when placing holds. Owning libraries will not send reference materials or feature films, even if the override is entered.

UPL pointed out that sometimes dummy records for feature films and reference materials are left with an item type of book, so holds can be placed on these items in iBistro. Kristen has created a new home location of ON-ORDER-N which is not holdable. If you use Acquisitions, contact Kristen to change your holding codes so this home location will be used automatically. Otherwise, please be careful with your item types.

Completing Loans in MiLE - Please do this. If an item that needs to be completed in MiLE is charged out to a patron, please wait until the item is returned, or else the charge will be canceled.

Patrons Sent to Unique Management - If you see a referral fee on a patron record, the entire amount due must be sent to the library that sent the patron to collection. You can ask the patron to make checks out to that library. Tammy has written a memo on the necessary procedure, which is on the instructions

web page (<http://www.libcoop.net/instructions.html>).

SVA - It is up and running for about the last week and a half. It took so long because of how we recorded messages. The high bitrate confused SVA, and Ken had to make the sound files smaller. The first time we ran the relevant reports, we made a mistake on 3rd notices. Before, they went out if a patron owed more than \$4.99. We had put in \$1.99, so more patrons got notified, often about very old fines.

SVA is now calling for first and second notices. There is a very nice report of who is to be called and another for failed calls. Patrons who didn't get a completed call get a mailer. Non-mailer libraries (CHE, CLL, SCS and TPL) are having some issues. We are working with Sirsi on this.

Talk To Me only did first notices, SVA will do them all.

SCS asked if other libraries are getting complaints from patrons that they are getting multiple calls in one day for one item. SLC staff requested the barcodes of these patrons.

SCS asked if we can now tell what time and date patrons received a call on. Not easily, since SVA generates one giant log file that isn't archived.

SCS said patrons had been complaining that due dates were not given on the phone calls. We will be installing a new release on Thursday that should provide due dates.

Non-mailer libraries have a failed call report in their finished reports. It is now empty. Kristen is working with Sirsi to get it working.

Round Robin - SBL asked what the Yahoo problem was. Yahoo has been blocking the IP addresses of all places that have port 444 open. This has been an issue for some of the libraries that have Cubes. If you are having this problem, let SLC staff know, and we'll call Comcast and ask them to block port 444.

SBL has been having a lot of Comcast problems, and have to reboot their Cube several times a day. Tammy is signing a new contract soon to upgrade our service. This will mean new equipment and the removal of the Cubes.

Tammy will be talking with Envisionware at the Sirsi Conference later this month, and will try to get us a deal. Libraries currently on Envisionware said they were very happy with it. Let Tammy know if you might be interested.

SBL had heard about an upgrade to Envisionware available for download, and wanted to know if they should install it.

ROG is still getting the extra pop-up window when they use the in house use wizard.

ROG does not have the blanket holds wizard on their toolbar. SCS does. SLC staff will look at this.

EPL reported that they were having a lot fewer problems going down since Comcast techs "removed a plug that shouldn't have been there" from their Cube. We still aren't sure what they did.

TPL asked that people please put their academic holds in the envelopes. Kim from MCL told Tammy that TLN said they got over 30 items in their delivery that were just addressed to TLN. Please put the owning library code on slips, not just TLN's code. TLN will start tracking which titles, and telling Kim, so she can track which libraries are improperly packaging materials.

SCS asked what is happening with the incorrectly trapped holds. This has gone to Sirsi development.

SCS asked what is happening with the incorrect hold alerts. This has gone to Sirsi development.

SCS has just stopped using mailers, and asked what other non-mailer libraries do with items that just sit on the hold shelf because patrons have not been notified. CHE calls all patrons with holds immediately when the item comes in. TPL goes through every few days, and calls patrons whose holds have been sitting too long.

CHE is hoping to move to a new location very soon. Their current location is crumbling onto the patrons and staff. There will be an open meeting on March 15th where they hope to get approval. They will move after that as quickly as they can. The new building is in an industrial park around 23 Mile and Gratiot.

Kristen asked if her user searching classes had helped staff. SHL said the name searching was still bothersome, although the phone searching is useful. Kristen will put her notes up on the instructions website.

Next Meeting - will be at MCL, 9:30 am on March 8, 2005.

Attendees

Smith	ARM
Kirsten	CHE
Minor	CHE
Morian	CMPL
Price	EPL
Gillis	HPW
Couck	LEN
Goike	MPL
Blevins	ROG
Eick	RSV
Burgeson	SBL
Orlando	SCS
Radachy	SCS
Lasky	SHL
Pierce	SHL
Brodak	TPL
Horn	TPL
Doege	UPL
Urban	WPL
Potter	SLC
Turgeon	SLC
Valyi-Hax	SLC