

System Managers Meeting May 10, 2005

Barring and Blocking Patrons from Internet Access - SAMS (an alternative to Envisionware) bars patrons from using the Internet if they are barred or blocked in Unicorn. We are trying to figure out a way to bar a patron from using the Internet without barring them from charging out items.

If the patron is barred, circ staff would have to put in an override to unbar the patron then rebar them. Alternatively, we could put a fake bill with a note.

Most of the libraries present do not check patron cards in the system before patrons sign in to use the Internet. CHE asked if some of the Envisionware filter options would help. Several libraries commented that they would not feel comfortable barring a patron from using the Internet in their library if the patron had not done something against the rules in their library. RSV asked if this could be solved by having another patron profile.

Since this is primarily affecting RSV, Kristen will talk with them.

Large Print Holdings on Regular Print Records - Elizabeth Erlich has noticed that some staff are putting regular copies on large print records or adding the regular ISBN to large print records. Please remind staff not to do this. It is difficult for Elizabeth to separate out the records.

Editing My Favorites - Patrons can edit their "My Favorites" selections in iBistro if they also select the option to have regular e-mails sent to them. They can uncheck that option after editing if they really do not wish to have iBistro send them e-mails.

Duplicate Patron Cards - David McGraw is checking patron records to make sure the barcode prefix and the patron library match. As a side effect, he is finding many duplicate patron records.

We've noticed that most of these (with the exception of a couple of children's cards) are for patrons whose older card is barred or blocked due to fines and bills. Frequently, the more recent card also has fines and bills. We put notes on these records.

Please remind staff to be careful about checking for previous cards when issuing patron cards.

AV Delivery - Four libraries, CHE, RSV, ROG and MTC, have been testing the use of small AV bags. The delivery staff hate them - they are too small. They suggest putting AV materials in separate canvas bags. The cooperative is looking at different colored canvas bags.

Patron Purge - If you have not gotten your patron purge information to Tammy, please do so as soon as possible.

Review of Sirsi Responses - We will create another list like this when we've been on GL 3.0

for a few months.

If there is a hold on a single copy item and the last copy becomes unavailable, we would like the patron to be notified. Sirsi has no plans to implement this.

If an item on hold is in transit, the system will not grab available local copies. Sirsi has no plans to change this, since it would break other things.

Most of the other issues have been addressed in this release or will be in GL 3.0.

Round Robin

CMPL asked what libraries would do if a Clinton or Macomb resident asked to place an OCLC request. Would the patron be referred back to CMPL, or would the request be placed? As long as the patron had a card in Unicorn, they would be served. If the patron didn't have a shared system card, they would be issued one, then the OCLC request would be placed.

WPL asked about the simultaneous WorkFlows users, and how it is going. CHE and ROM are testing. CHE reported that it worked great. ROM said there were some issues the first few weeks getting staff to log off.

Currently, a WorkFlows license allows installation of WorkFlows on one computer. A simultaneous user setup counts the number of logins to WorkFlows for licensing information. This means a library could have 30 computers with WorkFlows installed, but, if they only needed 10 at a time logged in, they would only purchase 10 licenses.

Tammy would have the information on pricing. It is possible that if the total number of licenses purchased cooperative wide goes down that the per license cost might go up.

SCS has noticed some 2nd failed pickup notices in their SVA failed calls report. They wondered if this had anything to do with patrons complaining of getting multiple calls for a single hold. Kristen will investigate.

SCS would like confirmation that ephemeral charges are really counted in the stats. If ephemerals are set to use an item cat 1 of "ephemeral", as they should be, reports can be run to verify the number of ephemeral charges.

SCS staff are complaining that when they use check item status to check patron holds, an item will show as on hold when it has not get been pulled out of the stacks and put on the hold shelf. This means staff cannot find items that have been placed on hold. They would prefer a status of "hold pending" for these items.

SHL asked if a patron places a hold late at night, comes in first thing in the morning and gets the item from the shelf, will the hold be canceled or filled? No, not unless circ staff run the item through check item status, which they have no reason to do. Kristen will test this.

CHE had a MiLE glitch. A CMPL patron called in, asking that a hold be placed on an item that CHE owned. He then asked that a second hold be placed on another item. The second

hold should have been rejected, because CMPL owned the item.

RSV has had a rash of CD liner notes being replaced by color copies. CMPL has seen this, too, and asked when we need to notify other libraries of these kinds of incidents. They thought it was only happening to them.

The usual way of dealing with problem patrons is to put a note in their patron record, but CMPL does not have access to other libraries' patron records, nor do shared system libraries have access to CMPL patron records. SBL suggested dropping an e-mail to the system managers list about these kinds of incidents.

TPL asked if there was an update on SVA stats. Sirsi is still working on it, but it may be related to the sudden bizarre jump in WMB circ.

Next Meeting - 9:30 am, June 14, 2005 at MCL.

Attendees

Kirsten	CHE
Minor	CHE
Laviolette	CLL
Morian	CMPL
Price	EPL
Couck	LEN
Casamer	MCL
Blevins	ROG
Eick	RSV
Burgeson	SBL
Radachy	SCS
Pierce	SHL
Brodak	TPL
Horn	TPL
Urban	WPL
Valyi-Hax	SLC
Potter	SLC