

System Managers' Meeting April 13, 2004

Selfridge AFNG Patrons - Kristen passed out an e-mail from Debbie Larsen at MTC on which Selfridge AFNG personnel qualify for public cards. A copy of the e-mail is available at <http://www.libcoop.net/instructions.html>.

The Selfridge Base Housing Office is at (586)307-5130. If you have a question after business hours, you can call MTC. MTC staff know the names of the streets on post. Bresser's is not helpful in this instance - it lists all streets on post as Harrison Twp.

Entering Alt ID's in Patron Records - Please remind staff to enter driver's license numbers without spaces. This is different than under Dynix. If entering information from a Michigan ID, enter it just like a driver's license number (no spaces). Please do not put in M ID or any variations. Should you be entering an out of state license, enter the number as for a Michigan license, then put a note in the comment field that it is a license from another state.

For children, please leave the alt ID field blank. Do not put their parent's ID here. Alt IDs have to be unique.

On those rare occasions when a patron must have two cards, please put notes in the note field explaining why the second card does not have an alt ID.

Who is a Staff User? - We've seen retired staff, former staff and city council members with staff privileges. Since staff pay no fines at any library, this will be referred to Standards and Procedures.

E-mailing Finished Monthly Reports - We can set monthly reports up to be e-mailed to system managers. If you would like to have them e-mailed to you (so that you don't have to log in as Reports), please e-mail slcstaff@libcoop.net with the list of reports you wish to have e-mailed to you.

This applies only to the monthly reports that run on the first of the month. Should you wish to e-mail other reports, you can modify them. If you need help with this, please call the computer room, and we'll talk you through it.

Notes in Patron Records - Tammy summarized what the cooperative attorney said about the privacy of notes in patron records. Patrons could ask for their records. If notes are factual and do not reflect opinions, there should be minimal issues.

Ordering PCs - Tammy has sent the ordering information to directors. Should you need a copy of the quotes, Tammy can send you a copy.

Please get PC orders to Chris by May 7th.

Discard Reports - These have been running to discard items that have been charged out to the discard user for 3 months. Kristen would like to change this to items that have been charged out to the discard user for 1 month.

The discard report will now run for items charged out to the discard user for 1 month.

System Managers' Class - aka Hardware Troubleshooting, but really, "What to do when your System Manager isn't There." This class will be offered again in Aug. or Nov. It is designed for weekend and evening staff, and we'd really like to see lots of weekend and evening staff attend this free and ever so useful class.

Upcoming Expired Patrons - June 21st is the 3 year anniversary of the patron load. This means that all the patrons who came over from Dynix are expiring on June 21st. Kristen would like to stagger the expiration dates according to user cat 1.

It was agreed to expire patrons gradually from May through the end of Aug. Please remind staff to check ID, and let them know that they will be seeing a lot of expired patrons.

Round Robin - EPL has seen two of their blocked patrons get cards from other libraries. Warren and CHE have seen this also, sometimes with patrons who had gone to debt collection and always with patrons owing at least a couple hundred dollars.

Please remind staff to use the same name as is on the driver's license, and to be careful about searching for duplicate cards.

SBL asked if other people are seeing "not in catalog" at checkout. Kristen said this is often caused by a space at the start of the item ID field or by a mis-scan. Please send such barcodes to slcstaff@libcoop.net for logscans.

ROM asked when the next upgrade will be and what is the status on the 5 biggest problems list. Tammy will be meeting with our account rep from SIRSI at the conference, and will have more information on both of these topics after that conversation.

LEN has twice seen staff from other libraries cancel fees on patron accounts that have gone to Unique. Please don't do that, as the owning library will still have to pay fees to Unique.

Please remind staff that if there are any collection agency fees on a patron record, payments or other financial transactions must go through the library that placed the patron in debt collect.

UPL has seen some staff getting around excessive renewals by changing due dates. This is still abuse, and should be handled the same way excessive renewals are handled. ROM commented that they've called staff from other libraries asking them to return excessively renewed items, and the items are discharged, go into transit, but never show at their library.

WAM asked what dollar amount is the cutoff for overdue mailers. It is \$1.99 for everyone. Their controller is complaining about postage. Not all libraries actually mail out mailers.

WAM also asked if people are running the in transit report, and letting other libraries know if items haven't come in. Everyone said they check it.

ARM will no longer give courtesy cards as of September 1st.

MTC has noticed that the bad Hyperion link is back.

After the meeting, SLC staff found that SIRSI had removed our custom iBistro pages to troubleshoot another issue with hold pickup locations. The custom pages are back, and the bad Hyperion link is gone.

CHE has staff receiving blank e-mail notices. Tammy is still trying to track this down.

The next meeting will be May 11, 2004, at 9:30 am at MCL.