

System Managers' Meeting **Aug. 12, 2003**

Renewing/Issuing Patron Cards – Should we recommend to the Standards and Procedures Committee that patrons can only renew their cards at the library that issued their cards? This may be an issue when MELCat (Michigan's statewide catalog) becomes functional.

There were concerns that refusing service and asking patrons to return to their home library to have a card renewed would be bad public service. CHE pointed out that staff can add a month to a patron's card if they go into the Modify Patron Record wizard.

It was decided to ask Standards and Procedures to come up with instructions for renewing cards, and recommend that patrons who are not Courtesy or Michicard users continue to be allowed to renew their patron cards at any SLC library.

Kristen reminded everyone that each library decides who is eligible to be a public profile patron at their library, as long as that patron is from a community that supports a public library. There have been cases of service being denied due to a home address outside of the Coop. Please remind staff to honor public profile cards from other libraries regardless of the residence of the patron.

Unicorn 2003 – Tammy handed out a CD of the demo for Unicorn 2003. Click on the intro.exe icon to start the program. You need speakers, if you wish to hear the voiceovers.

2003 has not yet been successfully installed on the test server because it doesn't have enough hard drive space. SLC staff are working with SIRSI to remedy this.

On Monday, Aug. 18, please come to the new training center between 9 and 12:30 to test the new version of Unicorn. Bring old books (items cataloged before June 2002), catalogers, serials staff and whoever else you wish. If we are still having problems with the test server, Kristen will send out a fax on Thursday, August 14 to cancel. If all goes well, we will do the upgrade on the production server the Thursday after testing (August 21, 2003). If all doesn't go well, we will not upgrade before the second Thursday in September.

Excessive Renewals Follow Up – System Managers have spoken with their staff, and several have told their staff they will be billed for items renewed an excessive number of times. MTC pointed out that modifying due dates is a way around this.

The hold renewals report can be set up to run monthly. Everyone wanted this. Kristen will be contacting libraries to find out what each library considers to be excessive and will schedule the report to run every month.

CHE commented that only System Managers should be able to override renewals. Some libraries have done this, and SLC staff can change overrides upon request.

WAM asked that their items not be checked out to outreach patrons for months at a time.

Basically, what you do with your own items is of no concern to anyone else in the

cooperative, but please abide by the owning library's policies for books from other libraries.

Bounced e-mails – When Chris gets bounced e-mail notices, he has been printing them out. SLC staff then would remove the e-mail address from each patron record, put a note in the note field and change the patron to mail notification. When there were only a few bounced notices, this didn't take an excessive amount of time. SLC staff are now getting swamped with bounced messages.

It was decided to send bounced notices to the patrons' home libraries. Each library will fix their own patrons' records, either removing the e-mail message or editing it when there is an obvious typo.

If there is an e-mail address in the patron record, all notices go to that patron via e-mail. The one exception is if a hold comes in for a patron in the hour before we run the catchup report. They would then get a printed notice.

Call Numbers in iBistro – If you do a search that is limited to your library, the results now display the call numbers for your library. If your default search is all libraries, the full details screen will display the correct call number, but the list of results screen probably won't.

Round Robin – RSV reminded people they were not responsible for changing item types on videos and DVDs. There seems to be a bug in Unicorn that causes some item types to be changed on some items.

MCL is still getting MiLE items that shouldn't go to MCL.

There are no more CMM or CMS items in the catalog. There is one CMN item that has an order attached to it. Once that is cleaned out, we should be able to have a MiLE library. This should make it easier to deal with MiLE items.

WAM asked if SLC staff were letting libraries that incorrectly process MiLE books know about their errors. We now send e-mails to the MiLE contact person.

CMPL is slowly moving into MiLE. They will now fill requests for other SLC libraries, although they are not yet filling requests from other libraries.

SBL asked when Envisionware would be available. Tammy said 5 libraries were interested, and she is waiting for a price quote.

MTC will be under construction from approximately January through March. They will remain open with limited services and limited stacks access. They are getting new reference and circulation desks and lighting.

WAM reported that WMB is still closed. They are waiting for a part to be made for their HVAC system. Kate Pohjola is there to fill holds.

SCS asked that we get rid of incorrect verbiage on the bottom of bill notices. We will if it is possible.

CHE has marked their 7 day videos and DVDs local holds only, since they are rental items.

They are receiving a lot of holds for patrons from other libraries. They are canceling these holds, since they should not have been placed. Please remind your staff not to use overrides to place holds.

The next meeting will be Tuesday, Sept. 9 at 9:30 am at MCL.