

System Managers' Meeting

Dec. 9, 2003

Hold overrides – We are seeing more hold overrides than usual in the logscans. Please remind your staff not to override when placing holds.

SLC library visits - Tammy and Kristen will be visiting all the libraries for 2 hours after the new year. Kristen passed out a signup sheet. Please e-mail slcstaff@libcoop.net with your first and second choices of dates and times.

Please ask your staff to have questions and comments prepared in advance so that Kristen and Tammy may help them more effectively.

New user categories – With Unicorn 2003, we have 3 new user cats. A few ideas for using them were tossed around (school names, reason for courtesy card, etc.). It was generally agreed that getting rid of them would be best. Kristen will talk to SIRSI about removing them.

2004 closing dates – Many libraries have not yet sent in their 2004 closing dates. Please do so as soon as possible. If you are unsure whether or not your closed dates have been submitted, e-mail slcstaff@libcoop.net or call Vicki.

Five biggest system challenges – We brainstormed a list of things that annoy us about Unicorn. As directed by the member libraries, we will take five problems and do whatever needs to be done to correct them.

Kristen will create a ballot and fax them to each library. Each library building is allowed to vote for the five most frustrating problems.

Two process review – As part of the annual plan, the directors have directed us to pick two processes, document them, and try to improve them. Please think about which processes we might wish to work on. Suggestions included ordering books and/or creating new user cards.

Round robin – SHL has noticed that sometimes item records look odd. They generally clear up by the next day.

MTC expects to close for construction the third week in January. They will re-open with limited services, but will fill holds. Genealogy will be extremely limited. The construction should take 3 months. SLC will notify all member libraries when dates are confirmed by the contractors.

TPL would like a better backup system for when circ is down. Lissa will rewrite documentation and offer training.

TPL has sold 65-75 non-resident cards to Bloomfield Hills residents since they did not renew their contract with Bloomfield Hills Twp. Library.

SCS has seen one incidence of holds not appearing on a patron record in Workflows right after being placed until the record is exited and re-entered.

CHE wished to know the status of the ticket on referrals being misattributed to MCL. Tammy has a ticket open with SIRSI.

CHE has discovered that if an item is set to longoverdue, it erases all fines attached to that item. Kristen has a ticket open with SIRSI and will follow up.

Next meeting – Tues. Jan. 13, 2004, 9:30 am at MCL.

Attendees

Lynn Minor	CHE
Holly Kirsten	CHE
Carol Sterling	EPL
Ronna Hirth	HPW
Jim Powell	LWM
Sandy Casamer	MCL
Joanne Hoffmeyer	MPL
Debbie Larsen	MTC
Cindy Taskin	ROG/ROK
Diane Bergeson	SBL
Rosemary Orlando	SCS
Mary Radachy	SCS
Ellen Lasky	SHL
Linda Horn	TPL
Hedy Brodak	TPL
Marsha Doege	UPL
Oksana Urban	WPL
Kristen Valyi-Hax	SLC
Lissa Potter	SLC