

System Managers' Meeting January 9, 2007

New SLC Location – The move went smoothly. Chris would like to remind everyone to call 586-685-5755 to get the computer room. Chris, Ken and Lissa will be answering that number.

Kristen will offer more classes in March.

The 866 phone number still goes to a bar in Massachusetts. Please don't use it.

Cataloging issues should be sent to slcstaff@libcoop.net. Kristen has been handling them. The cataloger job has been posted, and there have been a few applicants.

New Delivery System – ProMed returned books with flags, no labels, to the co-op. These are all from December 28th. Tammy brought some to hand out, and others will be shipped in boxes.

Tammy asked if we wanted to save the labels. SLC does not want to sort them. Perhaps we could print the return trip on the other side?

MPL sorts them, and puts labels behind the main label to send them back to the library that can use them.

Tammy wondered if we should laminate the labels. This would not be cheap, and would perhaps not be worth the trouble.

RSV has had 5 AV cases damaged. ProMed will not reimburse for them because we are not following the packaging guidelines. Perhaps the co-op should buy replacement cases or pay libraries for damaged AV cases.

RSV suggested dedicated bins for AV materials. They'd be opened and sorted, and put anywhere to be sent out, so this probably wouldn't work.

SCS has noticed their ProMed delivery guy dragging bags. They'd like to know if that will damage the bags and/or their contents. Tammy asked them to fill out the web form to complain.

MPL has noticed they get a different driver every day, sometimes they get bins, but the bags are falling apart. As ProMed figures out delivery routes, libraries

should start seeing the same driver every day. The bags are not only for us, and ProMed will replace them as needed.

SBL would like standards from the co-op. Tammy said that since the contract is with MLC, not with SLC, all complaints need to go to MLC. The standards and procedures that MLC has negotiated with ProMed are on the MLC web page (http://www.mlcnet.org/cms/sitem.cfm/library_tools/mel_delivery/mel_delivery_service_issues/).

Several libraries said they didn't get ProMed Meet and Greets. Tammy said they all did. WCV said the ProMed representative who visited them knew nothing about standards, procedures or anything. SBL seconded that. Tammy agreed that the Meet and Greets were not as planned and that each library's driver did not conduct the visit. It was one gentleman from ProMed that conducted all of the Meet and Greets. SLC can look at creating a helpful page of information for libraries regarding delivery. This will also be discussed at the Circulation RT meeting in February.

RSV asked where to get more labels. Send requests to Darlene. She will order them from the printer. Please use dedicated bags when you can, since they only take one label. ProMed won't open those. You can print labels for bags on the MLC website.

EPL used a lot of boxes to get caught up when they ran out of bags. They are getting those boxes back containing books from many libraries. Please don't reuse boxes for mixed batches.

WCV asked if they could print their own labels. They can, but it is a bit complex if you don't want to waste paper (print in landscape mode, put the paper back in the printer and print again, so you can get 2 labels from one sheet of paper).

RSV asked how to label ILLs being sent to Kim. We are getting white labels for SLC, but use anything for now.

ARM has been seeing a number of items with no labels. She thinks broken rubber bands are responsible for this, and suggests not rubber banding a lot of books together.

SBL pointed out that magazines need to be in a bag. Rubber bands just twist them.

MPL has received thin materials in white envelopes. These are available from SLC.

WCV asked how to package AV. Tammy suggested putting them in envelopes, but we are not required to package them. This would be a local library decision as SLC will not purchase the packaging.

SHL asked what could go in the delivery, and what had to be mailed. If it can be mailed, it must go USPS. ProMed is forbidden to compete with USPS. Alternately, you can bring things to meetings to give them to other libraries.

MPL has not been getting their delivery at a consistent time. This should smooth out.

SCS asked if anyone were getting two deliveries. CHE, TPL and MCL have. MCL's driver is still insisting they should only be getting delivery two times a week. Tammy asked them to fill out the web form.

CHE said their driver told them that a driver went to CMPL, returned to the sorting place, and quit. ARM is worried that their delivery person is very frail. WCV's delivery person scraped up their freshly painted walls.

Tammy asked everyone to fill out the web form when there are issues, so that ProMed can address them.

MCL would like the MCL bags back. Please bring them to meetings. ProMed is using them, but didn't pay for them.

SVA Update – The new board is in. It will be installed soon, after the servers are moved. We will probably add one more incoming line and one more outgoing line, which would give us a total of 3 in and 3 out. We can add two more lines if needed.

The servers will be moved next Friday at 6 pm. There will be no access to iBistro, e-mail or websites hosted at the co-op next Friday evening until the move is complete.

We will have 7 T1s at the new site. We had 3 T1s before. We are getting 4 more T1 lines for \$800 less a month. While this may not speed things up for everyone, it does give us more bandwidth.

Credit Cards – No one is currently accepting credit cards. RSV has been investigating taking debit cards, because there is no charge to them for that. It is on the strategic planning list. Joe Ford will be back the first week of March with his final draft. He told Tammy this would be easier to do at the co-op level.

Advanced Training – Does anyone want this? There is now online free training that staff can do anytime. Just sign up, and use SLC since their contract is with SLC, not the individual libraries.

Kristen will send out information on how to access it.

Round Robin – MCL has been returning items sent for cataloging before the changeover. It should all be back now, but please let Ann know if you are missing any materials.

CHE asked if they still needed to physically send DVDs in for cataloging. Yes, send them to Kristen, although if you find the OCLC number, you can just send that. Ann pointed out that you need to check the publisher number and the UPC code to make sure the OCLC number is an exact match.

WCV has seen some barred TPL patrons coming in. They have not been able to figure out, from the patron record, why these patrons were barred. They called TPL (who couldn't figure it out, either). She wanted to know if notes were still required in the patron record when barring patrons. They are. There should always be a note with the reason, staff initials, date and library. If there is not, unbar the patron.

WCV is now open. Please come by and visit. They have lots of empty shelves for expansion. It was a bit busy, with no network access for the first couple days, due to Comcast.

CHE's circ manager wanted to complain about the lack of a pop up warning when starting to charge items out to a patron whose card will be expiring before the loan period should normally end. The warning comes late, shortens loan periods and cannot be broken out of. There should be warning before this point. Kristen will research it.

RSV would like a claims returned prompt on discharge. So would everyone else. CHE wouldn't mind a pop up for lost items, either. Kristen will put in an enhancement request.

RSV asked why the first transaction of the day on each workstation is so slow. This has to do with Java loading things into memory, where they will stay for the rest of the day. More memory in the computer helps, but this is not completely avoidable.

CHE asked if the new co-op standards for computers meant she had to upgrade all of their computers. No, the standards are for new computers. 2 gigs of RAM is going to be necessary for computers that run MS Vista, because 1 gig is necessary just for Vista.

Next Meeting – February 6 at 9:30 at EPL. The Circulation Round Table meeting will probably be moved to February 13.