

## **System Managers' Meeting July 13, 2004**

**New Login PINs and Operator Passwords** - If you have not sent these to SLC yet, please get them in by July 17. Please do not send them in an e-mail. Either call or send them in delivery.

**MeL Statewide Delivery** - This started July 1st. Kim Shearer is using it for OCLC. So far she has sent out 56 books and saved \$73 in postage. This delivery comes twice a week, and costs \$900 a year. TLN delivery comes 3 times a week and costs \$1,000 a year. The non-public libraries will start using it in October, when the TLN delivery will stop.

Kim showed us examples of how items will need to be packaged and labeled. There was agreement that rubber bands are likely to break, so items will need to go into envelopes with labels printed from the MeL website. Libraries may wish to start saving jiffy bags and other large envelopes to re-use for the MeL delivery.

The new delivery comes to MCL. The county delivery staff will sort them and put the items in the regular SLC delivery. The envelopes will not be opened at MCL. MiLE items and items from Michigan libraries participating in the MeL delivery will come this way.

Items are insured for up to \$100. There is a claim form on the website.

**Marking Copies as Permanent** - Please make sure that all computers used for cataloging have the defaults for the add vol/copy wizard and the add brief title wizard set to mark copies permanent. Kim Battles from Sirsi edited 18,000 non-permanent items, and there are another thousand left that we will clean up.

**Alt ID Display in iBistro Holds** - We can get rid of the Alt ID display in the iBistro hold confirmation screen. We can also get rid of the display of the patron ID and patron name. If you would like this changed, e-mail [slcstaff@libcoop.net](mailto:slcstaff@libcoop.net).

**New Servers** - The new production server will be arriving at the end of this month. Data will be transferred to it Monday, August 9th and tested. On Friday, August 13th, the real data copy will happen.

Tammy is waiting for a quote from Sirsi for doing the final data transfer when libraries are closed. If this is not possible, there may be down time on the 13th.

Next week, the new SVA server will arrive. SVA will be replacing Talk To Me. We will test the new server for a couple weeks before putting it into production. Phone numbers will be the same, although menu items may change.

ROG would like the message to start with identifying the call as coming from the library, if possible. We are not yet sure exactly how configurable SVA will be.

**Sending AV Items to Fill MiLE Holds** - Vicki has to do a bit of manual intervention with AV MiLE holds now because some libraries will fill them and some won't. We would like a uniform policy to avoid this.

CMPL would like to know which libraries outside of SLC are sending AV items.

For the next month, Vicki will wait until the holds have aged for a few days before removing them. It will continue to be a local decision whether or not a library wishes to fill AV holds for MiLE. Next month, we'll revisit this.

**Use of the Remove Item Wizard** - Occasionally, someone removes all libraries' copies of an item when trying to remove their library's copies. This usually happens with serials. We would like to restrict access to this wizard to system managers.

This issue will be fixed in a future release of Unicorn, and we'll be able to stop using the Discard user. Until then, it was agreed to restrict the use of this wizard to system managers.

**Round Robin** - MCL doesn't use claims returned. Other libraries have been setting MCL items to claims returned. Please remind your circ staff that only items owned by their library should be set to claims returned.

RSV is finding that the pink slips for items missing pieces are not working. They have gotten pink slips on items that have been discharged, where there are no notes in the patron record and one two-piece item ended up at two libraries.

Please remind your circ staff of the procedures for multi-piece items returned with missing pieces. We will revisit this next month to see if it is working any more smoothly.

SHL is getting kicked out of WorkFlows frequently. ARM had this problem until they rewired the building. This can be caused by packet loss caused either by working too quickly or by line noise.

TPL would like e-mail notifications to have a return address of library@libcoop.net. Patrons don't know what Sirsi is, and are filtering our e-mails as spam or deleting them unread. Chris will open a ticket.

SHL is finding that all new patron records default to a user cat 3 of TPL-WORK. ARM and others confirmed this. Kristen will look into this.

SCS - When iBistro times out, it goes into the SLC gateway rather than into the SCS gateway. This causes a default hold pickup location of WAM. It was suggested to change the hold pickup location in the SLC gateway to SLC to make these easier to catch. Lissa will try to change the timeout default page.

SCS - A staff member placed two holds yesterday in WorkFlows. When she looked at them, they had a hold pickup location of TPL. SLC staff will investigate.

SCS had some examples of items with bills that do not show in pay bills or on the patron record. SLC staff will investigate.

SCS had a patron who came in to pick up his 3 holds. There were 5 items for him on the hold shelf, all of which were charged out to the patron. He remembered he had canceled the holds in iBistro a few days before, and returned the items, which were discharged. The items

went to an on shelf status. They should have gone in transit. Check item status showed they needed to go into transit. This probably has something to do with the patron canceling his holds. SLC staff will investigate.

**Next Meeting** - August 10th, 9:30 am at MCL. The first item on the agenda will be the new MeL statewide delivery and how to process items for delivery. This is so that MiLE contacts can attend the first part of the meeting, if they wish.

**Attendees -**

ARM Smith  
CHE Minor  
CMPL Morian  
LWM Powell  
MCL Casamer  
MCL Shearer  
MPL Goike  
ROG Taskin  
RSV Eick  
RSV McIntyre  
SBL Burgeson  
SCS Orlando  
SCS Radachy  
SHL Lasky  
SHL Pierce  
SLC Turgeon  
SLC Valyi-Hax  
SLC Potter  
TPL Brodak  
UPL Doege  
WPL Urban