

System Managers' Meeting

March 8, 2005

Phone Number Field - Please make sure that staff put the phone number and only the phone number (in the format xxx-xxx-xxxx) in the phone number field. Not * (that was a feature from Dynix), not "cell" (this can be put in the comment field), nor anything else. SVA cannot find phone numbers if there is anything besides xxx-xxx-xxxx in the phone number field.

Kristen has been changing patron records that generate a "no number found" error in SVA to notify via mail, but this does not work well for libraries that do not send out mailers. Everyone agreed that a note in the patron record would work best. If a patron does not have a phone number, staff can put that in the comment field, where Kristen will see it, but it won't generate an alert.

If a patron does not want SVA phone calls, put their phone number in a comment field. This will not generate alerts, and SVA will not find the phone number.

SVA Duplicate Calls - Thanks to those who sent in examples of this issue. There is a ticket open with Sirsi. A Sirsi programmer thought it might be an education issue. SVA marks a call failed if it doesn't start talking. It is voice activated. So, a patron must say something (such as "hello") or an answering machine must make noise for SVA to start talking, and for the phone call to get marked as successful. If a patron sees the number on their Caller ID, and just hangs up, the call will be marked as failed.

Many reported that patrons are saying that SVA said they had a hold available, so SVA must be starting to talk.

Please continue to send the names and user IDs of patrons complaining about multiple calls to slcstaff@libcoop.net. Please send this information if they are getting calls for the same items for a number of days in a row, also.

Due to concerns about patron privacy, the titles of available holds will not be added to the message. Patrons can call SVA to get a list of their available holds. This is mentioned at the end of the phone message.

This seems to be happening much more often to libraries that are no longer using mailers.

Site Visits - Ken and Chris will be making site visits to all libraries soon. They will check computers, fix little annoying things, etc.

Wireless Lab Training - Training on the wireless lab will be offered in April.

Bins for AV Materials - Due to concern about AV materials (especially CDs) being damaged in delivery, last year's ILL committee called for the purchase of bins to hold AV materials. The trucks can't hold enough bins for all the libraries. Tammy asked if bags would be ok. Sandy got an example of the bags that LBPH uses for mailing large print books. They happen to have a surplus of these bags.

No one was seeing much damage. If an item is destroyed in delivery, MCL does reimburse for the item.

There was more concern about the potential for missing pieces.

13 Digit ISBNs - Tammy summarized a memo from Elizabeth on the new 13 digit ISBNs. They go in 024 (old ISBNs go in 020) with a first indicator of 3. Tammy will protect the 024 so that the field doesn't get overlaid. The new ISBNs have a 3 digit prefix, the old ISBN then a new check digit. The 3 digit prefix for books is 978.

The official date for the move to the longer ISBNs is January 1, 2007; however, we are already seeing them.

Kristen will edit the add brief title template to accommodate 13 digit ISBNs.

Slips in Books - Frequently, green return and blue transit hold slips are falling out of books, either because only one book in a stack was slipped and the rubber band broke or the slip fell out. Please put a slip in each book. Circ staff are spending way too much time trying to tell if an item belongs in the return pile or the transit hold pile. If staff must rubber band multiple items together, please have them use a lot of rubber bands. It also helps if the slips are placed somewhere in the middle of the item, with most of the slip inside the book.

UPL asked that staff please use printed, all capital letters. They are getting EPL items because EPL in lower case cursive looks a lot like UPL. MPL said they are getting UPL items with lower case cursive for the same reason.

Circulate Y/N - There is a flag on item records visible in vol/copy records. If the item is checked in, the circulate flag should be "Y". If it is charged out, it should be "N". This applies to reference items, too, unless you are absolutely sure it will never go out.

If the circulate flag is "N", the item cannot be charged out, even with an override.

Libraries can run a list report of all items with circulate=N, current location NOT checked out, discard or lost, and find these items. They can then be fixed in the modify item wizard.

Occasionally, items need to be discharged multiple times to clear the circulate flag. This happens because in the first months we were on Unicorn, we allowed multiple charges on the same item. We no longer do. If you get an "item cannot circulate" message, try discharging the items multiple times. If that does not work, check the modify item wizard to see if circulate is "N", and change it to "Y". If neither of those work, e-mail slcstaff@libcoop.net with the item information.

Sirsi Super Conference - Tammy, Kristen and Lissa went last week. It was good. Kristen's favorite bit of information was that Hyperion can be changed to allow patrons to get images and metadata with one click rather than two. This change will be made soon.

Tammy's favorite was the new product called Pocket Circ. This is a PDA with a scanner that runs WorkFlows. When you have a wireless connection, you can issue patron cards, circulate items, modify patron records, inventory items, etc. In offline mode, you can create patron records, charge items, inventory, etc. The cooperative will ask the Board to purchase

a few to test.

SLC staff will be loading the new java WorkFlows client on the test server. After testing it a bit, we will decide what training needs to be done, write documentation and decide when it will be available to the libraries.

All three had lunch with Rick Branham, our strategic account manager. Tammy gave him the list of critical issues from last year. He will come and talk to us, probably in April.

Kristen thought acquisitions looked really good. Everything in acq is now wizardized.

The next version of Unicorn is going to be called GL 3.0 (GL is short for global). This is because many users complained about having the year in the version, since it was inaccurate. In GL 3.0, the problem with items in processing filling holds at other libraries with an "available" status should be resolved. Items will properly be set to transit if the hold being filled is at another library.

Some reports will be available in comma delimited format, so they can be opened in Excel.

In either GL 3.0 or GL 3.1, we will no longer need to create dummy items in order to allow holds on items on order.

In GL 3.0, there is a new wizard called display title holds. This will provide many kinds of information on holds.

The full birthdate and age will display in GL 3.0.

GL 3.0 is due out the end of the third quarter.

Round Robin - ROG is having problems with only their circ computers going down and having to re-install WorkFlows in order to get them to reconnect. They asked if this were happening to other libraries. Yes, but not as often as it is happening to ROG. They will send the worst circ computer to Ken and Chris for testing.

MPL asked where Jr. and other postfixes go in patron records. These should go right after the last name (for example, "Smith Jr., William Morris). To search for duplicate cards, you can use "LastName FirstName" in patron keyword.

SHL asked about the problem with CHE's new item type that forbids holds or charges on some items. When CHE creates the new bib record using this item type, no one's patrons can place holds, even on their library's copy. Kristen will talk with CHE.

SHL does not like how item search and display works in the latest version of WorkFlows. Previously, you could type in the first letter (or first few letters) of a library code or ALL_LIBRARIES to change your location limits. The current version no longer allows staff to do this. Other libraries don't like this either.

RSV would like the new patron search to retain information when an invalid search is done, just like item search and display does.

TPL is finding the new check for duplicate patron feature freezes WorkFlows. This may be caused by selecting too many fields to search on.

SCS said some of their on order items are filling holds. They will send item and patron IDs to slcstaff@libcoop.net.

SHL asked when e-mail notices are generated. All patron notices, including e-mail notices, are now generated between 2 am and 4 am.

SCS has seen items with the error message "item can't circulate". This is caused by the circulate flag being set to "N".

SCS asked if Pocket Circ could replace Standalone. It can.

SCS does not want an alert on patron records that they have a Previous ID. Tammy will hide this.

WAM asked what most libraries do when a patron finds an item on the shelf, goes to charge it out and finds that it is on hold for another patron. All overrode the hold, and gave the item to the patron in front of the circ desk.

TPL's meeting room will not be available until June. Their Friends of the Library have moved their thrice-weekly book sale to the meeting room while the HVAC system is repaired.

SCS announced that as of next Monday, Rosemary Orlando will be the director. There was cheering.

Next Meeting - The next meeting will be on April 12, 2005 at 9:30 am at EPL.

Attendees

Smith	ARM
Gillis	HPW
Casamer	MCL
Goike	MPL
Larsen	MTC
Blevins	ROG
Eick	RSV
Harvey	RSV
Orlando	SCS
Radachy	SCS
Lasky	SHL
Horn	TPL
Doege	UPL
Urban	WPL
Turgeon	SLC
Valyi-Hax	SLC
Potter	SLC