

System Managers Meeting Notes September 9, 2003

I. Release 2003

The upgrade did not happen this week. The test server was hacked back before SLC installed the firewall. SLC and SIRSI need to run some rebuild reports and download the upgrade. When 2003 is on the test server, Kristen will schedule a testing session.

II. Circulation Map Refresher

SBL asked if libraries get copies of their circulation maps. The answer is that they can, but not easily since SLC staff would have to create an Excel document from scratch.

Kristen distributed two handouts – a copy of the memo listing what SLC needs when creating new lines in the circ map, and a FAQ regarding circ map issues.

SLC only cares about item types since that is a field in the circ map. It does not care about item categories 1 or 2 since those are used for statistics at each library. Item types can have different circ rules for each library, so NEW-BOOK could circulate for 7 days at one library and 14 days at another.

Attendees asked what it means when numbers appear in columns for itemcats 1 or 2 that the library doesn't use. If the report is a monthly SLC report, then those numbers are related to items owned by another library but checked out at that library. However, if a member library runs its own report and numbers appear in unused itemcats 1 or 2, that indicates errors in cataloging at that library.

Libraries are good at running reports and requesting reports correctly. List reports should be scheduled to run at 5:00pm (1700) or later, unless permission is granted by SLC staff. The beginning of the month is tricky since lots of libraries are running statistical reports. Libraries do not have to wait until late (9:00pm or later) to run reports, since they may not complete if there are several reports to be run. Finally, library staff can run List reports at any time on Saturdays or Sundays.

Holding codes are used exclusively for serials and acquisitions. For the serial default prices, Kristen set them up for \$2.95. If a library would like this changed, contact slcstaff@libcoop.net.

Margaret Smith noted that Michicard patrons couldn't place holds in-house but could place them in iBistro. The hold map is set up to allow Michicard holds on other Michicard libraries' items. However, if ARM doesn't want any of their items to fill Michicard holds, SLC staff can change that.

III. Holds and MiLE

Holdings are being placed on Michicard items. Can this location be shadowed? No, because once a location has been created, that feature cannot be changed.

Kristen asked if anybody is sending AV materials through MiLE. At this time, only MCL will send them. Libraries do not have to send AV materials but they can if they want to. Is it possible to get a list of libraries that will send AV items? Kristen will ask other MiLE libraries.

Kristen announced that there will be a MiLE User's Group Day. It is tentatively scheduled for December 4 and will be held at the Walsh College Novi campus.

Are all CMPL items removed from the system? Only one item from CMN remains.

Year-Old Holds list – There are some holds placed at CMPL libraries where it shows on a patron record but not the item record. Kristen has already notified SIRSI about this, and will follow up this month.

MiLE Overdue Books –Carol Sterling noted that some MiLE items are going to collection. Lynn Minor said that had happened to her and that she contacted Unique Management to fix it. Kristen also suggested that the owning library follow up with the borrowing library.

If SLC only has one copy of an item in the shared system, staff cannot automatically place holds in MiLE. MiLE cannot recognize locations – it can only recognize owning libraries. However, if a staff member contacts slcstaff@libcoop.net, then an SLC staff member can edit the property that controls this and place the hold for the patron.

IV. Round Robin

ROM – A patron has multiple holds on *To the Nines* and one was suddenly deleted. Now the patron is at the end of the list. Somebody else noted that iBistro will allow duplicate holds. Kristen will investigate.

UPL – They report that they cannot get an overdue item off of a patron record, but the item is returned. Kristen recommended contacting SLC and putting a note in the patron record. SLC has noted that there is a problem with the Discharge section of the database lately. Debbie Larsen suggested that it might have something to do with the blackout that occurred on August 14.

WPL – She noted that they are having problems sending MiLE books today. Kristen suggested that the library contact SLC directly since she knew of no ongoing problems.

SBL – She asked if the Excess Renewals report was being run for libraries that didn't set a minimum. Kristen stated that she set the minimum to 2 renewals if she didn't hear from a library. Diane also asked if libraries will have to continue to put codes in the base call numbers when checking in magazines. Kristen said that libraries will have to, and that this will not change with the new release.

CMPL – She noted that the new main library will be opening on October 26. The main branch is not filling MiLE holds at this time. When looking at CMPL items in Polaris, the library name has been changed to “Unavailable.” CMM will be closing on September 22 and 23, which means that their phones may be unavailable during those two days.

SCS – SCS will be closed on September 26 & 27 to have a new heating/cooling system installed. Staff will be in the building.

CHE – She noted that sometimes a MiLE item on a library’s Pull Holds report cannot be shipped. She asked if there is a simple explanation why this happens. Kristen stated that it happens because the Title Control Number in the SIRSI record does not match the OCLC number associated with the item. Staff need to log in as slcstaff to get the MiLE Request number that they need.

Lynn also noted that circ staff are complaining because pop-up boxes are not always accurate during checkout. Kristen noted that this has been reported before and that she will follow up with SIRSI on this problem.

Kristen also noted that if library staff needs to stop a patron from checking out items, they should use the status of BARRED and not BLOCKED. BLOCKED means something specific: the patron has \$5 or more in bills or 3 or more overdues. During the nightly update reports, if the system finds a patron who is BLOCKED who does not fit those requirements, the system will change their status back. If a library staff member bars a patron, the staff member should include a note with the reason, the library’s code, the staff person’s initials, and the date.

UPL – She asked about Long-lost fees. Participants felt that the patron should deal with the library that created the bill, particularly since many libraries are using Unique Management for collection.

CHE – She asked about having Workflows on multiple computers and only paying for a certain number of sessions. She asked if it was related to the 2003 release. Kristen stated that as far as the system was concerned, it could probably be done now. It is not related to the new release.

The next meeting will be at MCL on October 14, 2003 at 9:30am.

The meeting adjourned at 11:00am.