

System Managers' Meeting September 12, 2006

iBistro Hold Message – This was Lissa's, but she could not remember what it referred to.

(The error message “the hold map does not allow this hold” shows sometimes in iBistro. This can be changed to anything shorter or not much longer. Should it be? If so, what wording?)

My Favorites Notices – Diane Cunningham from SirsiDynix noticed that these are taking up a huge amount of space on our server. SirsiDynix has halted development of this feature, and it does not work as we would like it to. Since it is not useful and will not be fixed, we would like to remove both the notices and the option in iBistro.

It was agreed that this should be removed.

Weekly Serials and MARC Holdings Records – Kristen would like the wording on these records to be “retains x years” not “retains 2005, 2004, etc.”

National Geographic Serial Record – If you keep your response size at 200,000, which is the default, in JWF, part of WAM's National Geographic serials record and all of the other Warrens' National Geographic records do not display. This is because so many libraries keep so many years of this serial.

Kristen would like to copy the older items (pre-1990) to a separate bib record, so that the Warren holdings are visible. She will do all the necessary work.

Round Robin – SHL is still having problems with JWF freezing when they add serial controls to bib records. This happens when they hit save. When they log back in, the record is there.

SHL sometimes gets blank error messages when trying to remove titles. These are usually fast adds. Sometimes, the reason is bills, sometimes holds. It happens on multiple computers, but does not happen consistently.

SHL – Next month will be Ellen's last meeting, since she is retiring at the end of October.

SCS asked if it really no longer necessary to charge items out to a processing

user so it won't trap holds? Yes, but many libraries are still charging new items out to a processing user so the status will be accurate (in processing rather than on order). This does not hurt anything.

CHE is seeing an issue with canceled holds the past three months or so. A patron will be notified of an item coming in for them, but they don't want it anymore. Circ will cancel the item hold, which makes the item immediately available at the item's owning library.

TPL asked why they don't just charge them out to the patron, then discharge them right away. This used to cause problems, and it skews statistics.

Possibly this is not an issue with cancel user holds. It also may be a properties issue, although those have been checked.

TPL asked if libraries are still seeing holds that show as being available on the hold shelf when they are really still in transit. There are a few, but not as many as there were. This is probably staff error.

TPL asked if any library bought mostly or exclusively from Ingram. MCL, WPL and MTC do. They have very fast turnaround and free shipping.

WPL said one of their computers no longer had a search button in Item Search and Display. That copy of JWF needs to be installed, then reinstalled.

SCS commented that they have better luck with reinstalling when they do it from a clean copy, rather than copying it over from another computer.

WPL is seeing a lot of patrons who claim they never charged out items. Other libraries are not seeing this. Possible some JWF have the properties misset to allow patron IDs to carry over, or staff are choosing the wrong patron name when going into charge without a library card.

RSV is trying to find a way to prevent so many items going lost. They have \$150,000 worth of materials in lost status. Many of those patrons had new cards, and only visited the library once. They are considering asking for a "NEW PATRON" profile with limits on how many items can be charged out.

This needs to go to Standards and Procedures, but there was discussion. TPL wondered what percentage of new patrons cause issues. MTC considered this, but decided they couldn't punish all new patrons due to a few problem patrons.

UPL limits new card holders to three items, but this is not done with a patron profile, and once those are returned, they can borrow as much as they wish. Many libraries use deposits on certain items (GED, ASVAB, etc.), but other libraries have objections to doing that.

UPL noted that Unique Management has worked well for them.

MCL has barcodes for CDs in the back of books. Please remind staff to charge them out when the book is charged out. WPL noted that they move those CDs to the front, by the main book barcode, and they also write the CD barcode directly on to the CD.

Next Meeting – October 10, 2006, at 9:30 am, at MCL.

Attendees

Smith	ARM
Kirsten	CHE
Minor	CHE
Bernieri	CLL
Price	EPL
Gillis	HPW
Couck	LEN
VanHevel	LWM
Casamer	MCL
Thomas	MPL
Larsen	MTC
Blevins	ROG
Harvey	RSV
Burgeson	SBL
Orlando	SCS
Woodford	SCS
Laskey	SHL
Brodak	TPL
Horn	TPL
Doege	UPL
Urban	WPL