

ILS Report August 5, 2020

Work done in support of the libraries in response to COVID-19

Hold and Notices

- Filling holds. ILS staff provided updated guidelines for filling holds for local patrons and filling holds for patrons at other libraries as their staffing and delivery baskets allow. Some libraries have been struggling to “catch up”, especially when they stop extending due dates and large numbers of materials are being returned by patrons. Filling delivery baskets with dedicated holds to specific libraries has helped move materials to locations faster, as they do not need to go to Delivery for sorting and incur a first quarantine period there. We continue to work with Delivery to provide steps to help keep the flow of materials moving through the system without over-burdening library or Delivery staff.
- Holds Queue report - provided information on how to adjust the Holds Queue report to fill local holds first and created/provided a report to identify materials on shelf that could be filled for local holds (where the items were already “tagged” to fill another hold at a different pickup location). Most libraries are now filling holds for pickup at other libraries. However, due to backlogs and quarantines patrons should expect that materials may take two weeks or more to reach their destination.
- Hold Sequence. ILS staff have been working with some libraries to see if adjustments to the order of libraries in the Hold Sequence can help move materials in a certain Delivery route faster, especially if libraries are filling dedicated baskets. We are in the very early stages of this project and will provide updates as testing progresses.
- Reduced Transportation Holds. The date differential for Reduced Transportation Holds (RTH) remains at 365 days, to increase the retention of returned materials for local holds and reduce the need for materials to go into transit.
- Notices. Modified email and text hold notices to refer patrons to the Libraries Bounce Back page for information on curbside pickup.

Checkout

- Due date extensions. We sent out a third Due Date extension survey to the libraries, asking if they would like to extend the due date of all items currently checked out to either September 1 or October 1. In order to react to rapid changes, we plan to offer this extension on a monthly basis for those libraries that request the option.
- Calendars. Those libraries that asked to extend due dates were also requested to add additional Closed days to their Calendars so that curbside and in-library checkouts would match the due dates that were extended.

Other

- Unique Management Services [UMS] is the collection agency that some libraries are contracted with for assistance in retrieving materials and money owed from patrons with balances over 50.00 that have been owed for more than 60 days. Even though the system continues to automatically send Submit and Updates reports, UMS has suspended processing any accounts that were submitted to them as of 3/17/2020. We have not set a re-start date as that will depend on when libraries start re-opening to the public.
- The Circulation Services Subcommittee continues to meet twice a month to react quickly to changes that occur and help libraries to adapt and develop procedures as needs changed.
- A “Libraries Bounce Back” page was created so that patrons could easily see which libraries were offering curbside pickup and then re-opening. This page is being updated to include other services.

Bibliovation Update

SCLS is continuing to work with LibLime on critical and high priority bugfixes. Critical bugs are tracked on the main [ILS Support page](#). Since April, there have been two upgrades to Bibliovation:

- 5/4/20: Release 6.00.23 and 6.00.24. For details, see the [Release Notes](#).
- 6/10/20: Release 6.00.27. For details, see the [Release Notes](#).

During the week of August 3, LibLime installed the next upgrade, Release 6.2, in the SCLS Bibliovation sandbox. As part of the upgrade, the data in the sandbox was refreshed with new data from production, and the URL for the sandbox changed to: <https://scls-sandbox.bibliovation.com/>.

The 6.2 upgrade contains a number of bugfixes in all areas of Bibliovation, as well as some new development. SCLS staff are testing release 6.2 in the sandbox, and will be asking library staff to test toward in the latter part of August. SCLS staff have posted updates for specific problems on the main [ILS Support page](#) (for critical and high priority bugs) and in the [Known Problems Database](#). When the testing and additional bugfixes (if necessary) for 6.2 have been completed in the sandbox, SCLS will work with LibLime to set a date for the production upgrade, and will announce the date when it is finalized.

Mobile App Market-Place Assessment

The Mobile App workgroup evaluated mobile apps from three vendors: Capira, Solus, and Communico. Each vendor did a virtual demo for the workgroup. During the demos, workgroup members filled out evaluation forms indicating whether they were satisfied with the features demonstrated, and workgroup members also gave each vendor an overall satisfaction rating. After the demos, the Workgroup opted to eliminate Communico from consideration due to its poor showing.

At the July 17 meeting of the Mobile App Workgroup, the Workgroup decided to recommend that the ILS Committee move forward with Solus as a new mobile app vendor for the LINKcat mobile app. The Workgroup recommends Solus due to its high level of overall satisfaction as rated by the Workgroup members (4.7 on a scale of 1 to 5, with 5 being the best), as well as the satisfaction level for the app criteria (as compared to Capira). The Solus base app will provide the same or better features and functionality over what we currently have. In addition to the base app, libraries will have the option to purchase templates that will provide patrons with a customized experience after they log in to the app (using the patron's home library). The anticipated implementation date is December 1, 2020.

Subcommittee and Workgroup Meetings

- Circulation Services Subcommittee Meeting, June 9, June 23, July 14, July 28
- Mobile App Workgroup vendor demo, June 24, June 25, June 30
- Collection Maintenance Subcommittee Meeting, July 8
- Discovery Interface Subcommittee Meeting, July 15
- Mobile App Workgroup Meeting, July 17

Other ILS Staff Meetings

- Meetings with LibLime, June 9, June 23, June 30, July 7, July 21
- MPL Catalogers Meeting, June 9, July 14

RFID Support

SCLS is working to support RFID in LINKcat libraries. The first step was to partner with Lakeshores and Bridges to purchase a very large amount of RFID tags for a low cost. These tags will be available via the regular coordinated orders and also they are available to libraries via grant funds. There are several small libraries that will be doing RFID conversion with funds from the recent CARES Act grant. We are gearing up to provide assistance to these libraries.

Self-Check and RFID installations

- Helped McFarland troubleshoot problems with new Envisionware install
- Installed software on new Envisionware staff stations for Fitchburg July 13, 16, 31.
- Assisted at new Self Check and RFID staff station installation for Madison Public Library – Ashman branch July 21-23.
- Installed software on new Envisionware staff stations at Reedsburg; troubleshooting problems in July
- Upgraded one SCLS RFID staff station to new Envisionware software (One Stop)
- Upgraded remote install documentation for SCLS staff

Authority Control and Database Maintenance

June 2020 Authority Control/Batch Deletes

- 3,729 bibliographic records were newly cataloged and/or updated in the database between 5/27/20 and 6/23/20.
- 9,512 items and 775 bibliographic records (with only withdrawn items attached) were deleted in the monthly batch deletion of withdrawn items.

July 2020 Authority Control/Batch Deletes

- 5,206 bibliographic records were newly cataloged and/or updated in the database between 6/25/20 and 7/28/20.
- 11,880 items and 981 bibliographic records (with only withdrawn items attached) were deleted in the monthly batch deletion of withdrawn items. This includes XXXX items marked Lost and Damaged that were marked Withdrawn in the Annual Batch Deletion project (Items with Custom statuses were not included because the reported migration timestamp problem).
- 1,450 bibliographic records with no items attached (that were created before 4/1/20) were deleted from the database.

July 2020 Purge/Archiving

- Deleted all entries from the various tables related to MARC batch imports prior to 4/1/2020
- Deleted all entries from the message queue prior to 4/1/2020
- Removed all entries prior to 1/1/2020 from the statistics table and archive them to a new table for 2019 archived statistics. Keep archive_statistics (which contains 2 years previous data).
- Deleted all entries from the action_logs table prior to 1/1/2019
- Removed all entries from the deleted_borrowers table with a timestamp prior to 1/1/2018.
- Purged borrower_cards entries for borrowers where the borrower number no longer exists in the borrowers table
- Deleted the old_issues that have no borrowernumber or itemnumber before 2018. We will keep current year plus two previous years.
- From the action logs, remove branchtransfers and branchtransfers that never arrived older than 2018. We will keep current year plus two previous years.

- From the itiva_results directory deleted TtRESULTS-[date].csv reports older than 4/1/2020
- Cleared deleted items and bibs. Only for items/bibs older than January 1 2019 (deletedbiblio, deletedbiblioitems, deleteditems)
- PURGED ARCHIVES/BACKUPS TWO YEAR OLD OR OLDER. (in 2020, purge the 2017 and older archives and back-ups)
- Purged/archived/deleted Resolved Fee History transactions with a last transaction date 12/31/2018 or older and no outstanding amount associated with the entry).