

ILS Report December 1, 2021

Bibliovation 7.0 upgrade and testing

SCLS staff still need to finalize the self-check testing by requesting some libraries point a unit at the 7.0 Sandbox and confirm the fixes are in place. After those fixes are confirmed we will ask libraries to run through the testing checklists again before we work on scheduling the upgrade. For a full list of fixes and enhancements included in this upgrade, see the [Draft Release Notes](#).

Mobile App Update

Most of the custom templates that were purchased this year are now live. There are a total of 12 libraries who have custom templates. Out of those libraries, 10 have made them live. Custom templates allow libraries to customize the look and feel of the mobile app – the library’s logo, custom colors, and menu items will display to patrons after that library’s patrons log into the app. The next opportunity to purchase a custom template will be in 2022.

Rio and Marshfield migrations to LINKcat

We are continuing to do bib record cleanup post-migration. For Marshfield, we have completed duplicate UPC, and OCLC number reports, as well as the first round of duplicate ISBN cleanup. We are currently working through the second duplicate ISBN report. We have completed serials cleanup as well, and Marshfield staff have starting receiving new magazines in serials checkin. We are working on graphic novels (all series were on one bib record so each item has to be manually moved to the matching SCLS bib record). We have provided the Madison Catalogers with reports of unique MFD bibs that will need WIM OCLC holdings. The Madison Catalogers will also be working on cataloging of unique RIO bibs.

Reduced Transportation Holds – The “FillRequestsAtPickupLibraryAge” setting for Reduced Transportation Holds (RTH) was returned to the pre-pandemic setting of 60 days.

Response to Recent Customer Support Issues, Part 2

We are continuing to evaluate and fine-tune our customer services procedures. Here is an update.

For support issues that occur M-F, 8:30 am to 5 pm we are sending an email announcing the problem and sending an all clear when things are resolved, and providing detailed explanations when possible.

We are also following the new protocol of updating the status wiki as follows:

- When the problem first occurs, and as follows until the issue is resolved
- In the morning
- Around noon
- Around 4 pm
- When it is resolved

Next, we will assess whether the above can be incorporated into the after-hours on call procedures. This may be more difficult as we have just one person on call.

We have experienced a number service outages in recent months and here is a summary of each.

Solus mobile app outage: In mid-September, there were multiple denial of service attacks against the Solus server (Solus is the vendor for the LINKcat Mobile app). This caused response time problems in both the mobile app and in Bibliovation itself. LibLime had to limit the number of requests that the app could make against Bibliovation to prevent Solus problems from affecting Bibliovation. This work did continue to cause some problems with displaying data in the Solus app, and Solus and LibLime were able to make additional tweaks to get the right balance. Currently, the Solus app is back to working the way it did prior to the denial of service attacks.

SIP issues: Following the Bibliovation platform upgrade in late July, we experienced frequent issues with SIP going down. LibLime has addressed this by adding RAM to the SIP server and the incidents have decreased, though there are still occasional outages. LibLime has decided to develop NCIP protocol as their assessment is that it will be more stable and it is also more secure. SCLS has checked with all vendors for which we use SIP and currently none of them are NCIP compliant, however some of them are willing to work with LibLime to develop the NCIP protocol.

US Cellular holds notification texts: We received reports that some patrons using US Cellular were not receiving text hold notifications. In October, SCLS tested notices on Verizon, Sprint / T-Mobile and US Cellular. Only those with US Cellular did not receive notices. A ticket was submitted to US Cellular and it did go “deep” into the support system. Their conclusion was that they were not blocking texts. However, shortly after this, the person who submitted the ticket began receiving text hold notices. We are hoping that the problem is resolved for all patrons, but the information for patrons to contact US Cellular remains on the status wiki in case new reports are received.

Response time problems: we continue to receive reports of response time problems, particularly when checking out to patrons with a lot of holds. LibLime has advised that we wait until after we upgrade to Bibliovation version 7.0 as that may resolve some issues. Following the upgrade, we will target specific response time problems to be resolved by LibLime.

Pre-overdue notices: Earlier in the summer there were reports of patrons not receiving pre-overdue notices. We now run a daily check to assure that notices were generated and sent out.

Charter bouncing email notices: This issue was first report on November 29. This is a situation that happens occasionally with the various email providers. Unfortunately, the only way that this can be resolved is for individual patrons to contact their supplier. We provide detailed information on what patrons should report (via email and on the status wiki.)

Subcommittee and Workgroup Meetings

- Circulation Services Subcommittee: November 8, 2021
- Collection Maintenance Subcommittee: November 10, 2021
- Discovery Interface Subcommittee: None
- Delivery Workflows Workgroup: October 28, 2021
- Multi-part DVDs Workgroup: November 2, 2021 (Steering), November 30, 2021

Other ILS Staff Meetings

- Meetings with LibLime: October 12, 2021, October 26, 2021, November 2, 2021
- MPL Catalogers Meetings: October 12, 2021, November 9, 2021

Multi-part DVDs Packaging Workgroup

- Following the September 30 meeting, a Steering Group was formed to develop and help lead the process toward reaching a recommendation. Steering Group members include: Chris Baker (POR), Tom Campbell (MPL), Katrina Linde-Moriarty (MNT), and Eric Norton (MCM)

Self-Check and RFID installations

- MFD is working on RFID tagging and getting their new Envisionware units installed.

Fall training and documentation

User Groups have been scheduled for all of the modules listed below. At the User Groups, we will be reviewing the known problems and development wish list items to determine some priorities. We will then take those priorities to the ILS Subcommittees and the ILS Committee in January and February.

- Serials User Group, December 1 from 1 - 2:30 pm
- Discovery Layer User Group, December 8 from 9 - 10:30 am
- Linking User Group, December 9 from 1 - 2:30 pm
- GetIt Acquisitions User Group, December 14 from 10 - 11:30 am
- Circulation User Group, December 16 from 1 - 3 pm
- Self-check User Group, TBD

Top Bugs and Statuses

The following bugs are fixed in the Sandbox and will be included in the 7.0 upgrade:

- Discovery Layer: Advanced search option "Only items currently available for loan or reference" includes items not available for loan. [SC 58270; SW 21206] [From 1st 5 of voting].
- Discovery Layer: In transit holds not counted as "active" holds on Patron Dashboard page. [SC 58502; SW 21580] [From 2nd 5 of voting]

The following bug is reported fixed in the Sandbox but needs further testing to confirm:

- Hold requests on Holds Queue report blocking walk-in check out on self check unit [SC 60559; SW 21080]. [Critical bug, not in voting].

The following bugs are still in the queue for a future release:

- Circulation: Patron data in left sidebar not cleared when using Clear screen button. [SC 57753; SW 20217] [From 1st 5 of voting].

- Partially fixed in production. Checking out a hold on behalf of another patron (hold authorization) does not clear hold: A patron can check out a hold on behalf of another patron but the hold is re-queued, not filled. [SC 58115; SW 20812] [Original bug list post-migration]
- Partially fixed in production. Changing priority of an item in transit or on hold shelf: Partial fix: As of 9/11/2020 staff can manipulate the Priority of a hold on the hold shelf to change the pickup location. Items in Transit cannot be re-prioritized. [SC 58182; SW 20939] [Original bug list post-migration]
- Custom Statuses not cleared when checked out or in via SIP connection. [SC 60561; SW 21576] Post migration, but newly reported.
- Not fixed in sandbox or production. Circulation: Check in. Pop-up about item barcode not in system. [SC 57149; SW 19177] [From 2nd 5 of voting]
- Not fixed in sandbox or production. Caching / retaining search parameters problem. (6 votes). [SC 58180; SW 20933] [From 2nd 5 of voting]
- Renewal statistics problem: New setting in version 7.0 may have fixed this issue with how statistics are attributed but testing on SCLS end is incomplete. [SC 59286]
- Not fixed in sandbox or production. Circulation: Canceled holds on Holds Awaiting Pickup Report. [SC 58218; SW21024] [From 1st 5 of voting].

Authority Control and Database Maintenance

October 2021 Authority Control/Batch Deletes

- 3,956 bibliographic records were newly cataloged and/or updated in the database between 9/30/2021 and 10/26/2021.
- 19,312 items and 2,942 bibliographic records (with only withdrawn items attached) were deleted in the monthly batch deletion of withdrawn items.
- 1,777 bibliographic records with no items attached (that were created before 7/1/21) were deleted from the database.

November 2021 Authority Control/Batch Deletes

- 3,432 bibliographic records were newly cataloged and/or updated in the database between 10/28/2021 and 11/16/2021.
- 18,415 items and 2,488 bibliographic records (with only withdrawn items attached) were deleted in the monthly batch deletion of withdrawn items.