ILS Report February 2, 2022

Bibliovation 7.0 upgrade
The 7.00.15 upgrade took place on Monday, January 10. Please see the [Release Notes](#) for details on the fixes in included in this upgrade. In the days following the upgrade there were response time and indexing problems. LibLime investigated these problems and found that one of the Bibliovation Plack Servers (the Plack Servers are part of the infrastructure that runs Bibliovation) was routing requests back to the old code base instead of 7.0., so it was not functioning properly all the time.

There were several new bugs introduced in this upgrade. These new bugs have been added to the [Known Problems](#) database. The following high-priority bugs are in the 7.00.17 point release, installed in the sandbox on 1/25/2022. SCLS staff are currently testing fixes and will send a call out to libraries for additional testing.

- Quick Spine Creator: Internal Server Error (27940)
- "Item already checked out" block/warning pop-up is missing (27963)
- Lost items checked out to another patron are not removed and credited off the first patron's record (7514)
- Items are renewed without giving the pop up warning (27956)

New Bibliovation Support page
The new Bibliovation Support page (https://www.scls.info/bibliovation-support) went live on December 20, 2021. This page provides information on how to report problems in Bibliovation, ILS Known Problems, Bibliovation upgrades and release notes, and the status of high-priority fixes.

2021 year-end
Most of the GetIt Acquisitions order rollovers and other year-end work have been completed. There are a few libraries who are still wrapping up 2021 on GetIt.

The annual reports have been posted to the website and the pre-fill information for the annual DPI report has been submitted to DPI.

Rio and Marshfield migrations to LINKcat
We are continuing to do bib record cleanup post-migration. For Marshfield, we are continuing with duplicate ISBN cleanup. The Madison Catalogers have started working on the cataloging of unique RIO bibs and adding WIM holdings to unique MFD bibs.

Marshfield Cataloging and Cataloging Pilot
Marshfield will be cataloging their own local materials and genealogy materials. They will use OCLC and will be able to edit these records in LINKcat. Madison Public Library and SCLS will work with Marshfield to assure that LINKcat cataloging protocals are followed. This will be administered with a memorandum of understanding (MOU) between Marshfield and SCLS.

Marshfield has expressed an interest in expanding cataloging beyond local materials and genealogy materials. This may be explored in the future. This project with Marshfield may also be considered a cataloging pilot.

Marshfield Local Holds only for 6 months and Pilot

Following the migration to LINKcat, there remains a large number of bibliographic records that did not merge to an existing LINKcat record. For this reason (and others) Marshfield continues to be a net lender at a far higher ratio (3 to 1) than other LINKcat libraries. To help alleviate this situation, SCLS has offered the option for Marshfield to set new materials to local holds only for 3 months for the next 6 months while more of the bibliographic records can be cleaned up. The ILS can be configured to allow local holds only which will only fill holds for Marshfield patrons. A new status "Local hold" will display for patrons when attempting to place a hold on one of these items. This special situation will be assessed at the end of the 6 month period.

At the same time, this may serve as a first pilot project for this type of lending practice. Other LINKcat libraries have expressed interest in keeping new items for local holds only for a period of time. The ILS Committee may recommend extending the pilot to other interested libraries.

Log4J / Log4Shell vulnerability
Bibliovation required a fix to Apache. LibLime applied the patch.

Response to Recent Customer Support Issues, Part 3
For this, the third installment of the response to customer support issues, I would like to tell you about how the Help Desk and ILS teams work together to assure rapid response time as much as possible. Like most organizations, SCLS had to reconfigure quickly to allow us to work remotely during the COVID19 shutdown. We relied on existing tools and found new tools to do this—and the end result is that the staff are more instantaneously connected than ever. Here is a description of these tools and what they do for us (and you).

Chat (Slack) Slack is the single most important change to our work communication that occurred during the shutdown. Prior to the shutdown, we had chat software, but we could not do group chats. Slack allows us to do group chats allowing staff to have immediate contact with any other staff member that is working that day. We can create chat groups so that we can have focused discussions and share information. We have groups for self-check, Help Desk, ILS, database, tech for new buildings and more. The Help Desk group is where the Help Desk staff and ILS staff communicate during "urgent" support situations, such as response time problems. The primary Help Desk person for the day coordinates triage which consists of: answering support calls and tickets, reporting the problem to the vendor, updating the status wiki and sending out email communications. Any other available member of the Help Desk and ILS teams will be called on to assist in these situations.

Help Desk Ticketing System (Spiceworks) SCLS ILS / Tech services have had some type of ticketing system for many years. The ticketing system is where support calls are entered by SCLS staff, or where member libraries may create their own tickets through a portal. The ticketing system is monitored during business hours by Help Desk and ILS staff. Tickets entered for the same issue are often merged together. If a library staff member is associated with a ticket, they will receive updates on the issue via email.

Web Help Desk Phone Service (Open voice) Recently, SCLS moved to a web help desk phone service. We were able to port over the old land-line number to this service. The benefit is that multiple people have access to the web phone service—both on our work cell phones and via a web portal. We also created a Slack channel so that we can see voice messages left to the help

desk phone. We can each monitor calls and when there is a high volume, we know something is up!

Subcommittee and Workgroup Meetings
- Circulation Services Subcommittee: January 11, 2022
- Collection Maintenance Subcommittee: January 12, 2022
- Discovery Interface Subcommittee: January 19, 2022
- Delivery Workflows Workgroup: on hiatus
- Multi-part DVDs Workgroup: December 9, 2021 (Steering), February 1, 2022 (Steering)

Other ILS Staff Meetings
- Meetings with LibLime: November 30, 2021, December 7, 2021, December 14, 2021, December 21, 2021, December 28, 2021, January 11, 2022, January 18, 2022, January 25, 2022, February 1, 2022
- MPL Catalogers Meetings: January 11, 2022

Multi-part DVDs Packaging Workgroup
- There will be 3 meetings of the workgroup prior to the March 17 All Director's meeting. The focus will be on providing information to directors regarding identified concerns. Workgroup members, Steering group members and SCLS staff will identify information to be gathered and compile it for presentation at the All Director's meeting.

Self-Check and RFID installations
- Scheduling an install of Envisionware selfchecks at DFT

Reports
- There are now two On Demand Weeding reports. One for running a report by collection code and one for running a report by shelf location.
- Item number was added to both On Demand Weeding reports so that results can be directly saved to an item list for use with the Batch Item Editor. The new option shows on the "Export to" drop down menu.

Training and documentation
The Serials Receiving and Maintenance webinars were updated for Bibliovation and posted to the SCLS website.

Two Circulation Update sessions were held on January 7 as open, live sessions to review the circulation and patron-related enhancements and fixes in the 7.00.15 upgrade.

Staff are working on scheduling the spring user groups.

Top Bugs and Statuses
The following bugs were fixed in the 7.00. 15 upgrade on January 10:
- 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]

- Hold requests on Holds Queue report blocking walk-in check out on self check unit [SC 60559; SW 21080]. [Critical bug, not in voting].
- Circulation: Patron data in left sidebar not cleared when using Clear screen button. [SC 57753; SW 20217] [From 1st 5 of voting].
- Renewal statistics problem: [SC 59286] This has been partially fixed in 7.0. Renewals through the selfcheck are now being correctly attributed. We will continue to have LibLime run the cleanup until they completely fix the issue.

The following bugs are still in the queue for a future release:
- 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]
- 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
December 2021 Authority Control/Batch Deletes
- 4,674 bibliographic records were newly cataloged and/or updated in the database between 11/18/2021 and 12/14/2021.
- 36,155 items and 4,523 bibliographic records (with only withdrawn items attached) were deleted in the monthly batch deletion of withdrawn items.

January 2022 Authority Control/Batch Deletes
- 5,968 bibliographic records were newly cataloged and/or updated in the database between 12/16/2021 and 1/25/2022.
- 28,692 items and 2,757 bibliographic records (with only withdrawn items attached) were deleted in the monthly batch deletion of withdrawn items.
- 1,313 bibliographic records with no items attached (that were created before 10/1/21) were deleted from the database.