

YLN LIBRARY NETWORK MANAGER'S MONTHLY REPORT

August 2011

LIBRARY NETWORK MANAGER'S LOWDOWN

The second full-month at Yavapai County has seen many policy changes. Thanks to the help of Barbara Kile (YFL), Sarah Thomas (ERU), and Ginny Volkman (SED) the YLN is operating under a new set of bylaws. These bylaws will soon be available on the portal (<http://portal.yln.info/index.php/Table/Policies/>).

A clear financial policy regarding YLN funds was also established which will keep the Network's funds protected while at the same time allowing for expenditures to easily take place. This includes a procurement policy for out-of-budget expenditures that are approved by the Management Committee (assuming of course funds are available). The money in the reserve account is going to be transferred very soon.

The next step is to start taking a serious look at the Intergovernmental Agreement and determine how it needs to be modified to fit the current situation.

Smartport usage is also becoming a more serious support issue. The ability to use Z39.50 libraries is intermittent and most of them don't work. Several support tickets have been opened on this issue and I have a dialogue open with SirsiDynix. The problem is the library receiving the Z39.50 (smartport) request may have connection issues or their connection information may have changed. We have no way to know if it is us or them. I will continue to work on this issue.

Many have also inquired as to why some of the minutes from the various user group meetings are missing. They are currently being uploaded as I have to time to convert them and upload them. I am generally doing a 2-3 a week. I will send out a message if I am missing any.

Respectfully Submitted,



Corey Christians

Library Network Manager



PRIORITIZATION

PRIORITY ONE: RESOLVE CURRENT HELPDESK REQUESTS

PROGRESS: ONGOING

CURRENT STATUS:

Total Requests opened in August: 91

Total Requests closed in August: 83

Total Requests reopened in August: 15

Total Unresolved Requests opened in August: 24 (unanswered)/5 (answered or awaiting customer response)

Total Requests still open and unanswered: 66

Total Requests still open and awaiting customer response: 65

Oldest request: 10/19/2010

NARRATIVE:

The familiar trend of more requests being opened than were closed last month reappeared. Issues are becoming increasingly complex and time consuming to resolve. Unfortunately the current helpdesk software has no way to track how long an issue is worked on before it is resolved. Several requests are API requests as well as Smartport requests. I will continue to work on resolving these issues.

PRIORITY TWO: HIRE SOMEONE

PROGRESS: ONGOING

CURRENT STATUS:

Telephone interviews were completed last week. Those participating in the interview panel are myself, Lisa Griest, Kathy Hellman, Kevin Blake, and Robin Schmidt. A special thanks to everyone that is helping with the interview process.

So far two candidates are qualified for the position in two very different ways. We are fortunate that out of six total applicants two seem like they would be a good fit.

PRIORITY THREE: INSTALL EZPROXY

PROGRESS: COMPLETE

CURRENT STATUS:

The initial installation is complete and is ready for use with ebrary.



PRIORITY FOUR: CONTINUE EBRARY INSTALLATION

PROGRESS: STALLED

CURRENT STATUS:

I have successfully tested our EZProxy connection with Ebrary. Once this happened the vendor discovered some flaws in their connection process which is preventing us from transferring the correct information back and forth. They completed an upgrade to their platform which they were hoping would resolve the issue. However, the upgrade only partially resolved the issue. Ebrary is still working to resolve the issue.

A subcommittee was also established by the Management Committee to take a look at inputting e-items into the catalog. A draft policy has been written and it is now being reviewed by the members of the subcommittee. This policy will address Rich Lewis's concerns about loading bib and item records into the database.

PRIORITY FIVE: RFID INSTALLATIONS

PROGRESS: YC AND SOME YFL LIBRARIES INSTALLED

CURRENT STATUS:

PCL just received their RFID equipment and on September 2 I will go onsite to continue the installation of RFID equipment at the YLN sites.

PRIORITY SIX: DISCARDS/OCLC DELETIONS/OCLC UPDATES

PROGRESS: MINIMAL

STATUS:

I have talked to Tom about creating a script that will help with the automatic upload process. In the meantime I am going to work on manually updating holdings with OCLC.

PRIORITY SEVEN: VUFIND IMPLEMENTATION

PROGRESS: ONGOING

CURRENT STATUS:

Several problems were creeping up with VuFind concerning the speed and accuracy of the data presented in VuFind. I reindexed the Symphony database to address most of the accuracy concerns and it seems to have had the desired effect. However, new records don't always appear to be updating properly which could be directly related to problems related to multiple items having the same 001 field. Tom did successfully dump the bib database on VuFind and upload all the existing symphony bib data.

Slowness issues were addressed the last week in August when the ESXi virtual server seemed to lock up all the virtual hosts. The problem did eventually get resolved. Other performance issues were addressed as well. Tom is currently investigating why the performance degradations took place.



PRIORITY EIGHT: MODIFYING THE YLN BYLAWS

PROGRESS: COMPLETE

STATUS:

The bylaws were completed and approved by the Management Committee. They will be posted to the portal very soon.

PRIORITY NINE: BILLING

PROGRESS: DRAFT COMPLETE

STATUS:

I released the draft version of the billing at the last Management Meeting. I am waiting on a few FTE value updates before I release the final version.

PRIORITY TEN: SYMPHONY UPGRADE

PROGRESS: NONE

STATUS:

My plan is to upgrade the test server to 3.4 this next month. If time permits I will begin updating the CSS and HTML code on the test server.

PRIORITY ELEVEN: SIF UPLOADS

PROGRESS: STALLED

CURRENT STATUS:

I am currently waiting the vacant position to be filled.

NEW PRIORITIES FOR AUGUST

SERVER DISENTANGLEMENT

RATIONALE:

YLN servers currently housed at PPL are going to have be moved eventually to their new home in the future County Administration building on Commerce St. The building will not be complete for some time; however, any steps that can be taken before the move to prepare are steps that ought to be taken. This process will occur after hours so that the service disruption does not impact YLN members. The rack has been ordered and is on its way.

STATUS:

The server rack has been ordered and is hopefully enroute.



PRIORITY ORDER FOR SEPTEMBER

Priority One: Resolve Current Helpdesk Requests

Priority Two: Hire someone

Priority Three: Continue Ebrary Installation

Priority Four: RFID Installations

Priority Five: DISCARDS/OCLC Deletions/OCLC Updates

Priority Six: VuFind Implementation

Priority Seven: Billing

Priority Eight: Symphony Upgrade

Priority Nine: Server Disentanglement

Priority Ten: SIF uploads



STATISTICS FOR SEPTEMBER 2011

HOLDS

Holds - August 2011					
Pickup Lib	All	CANCELLED	EXPIRED	FILLED	EXP_ONSHELF
All	32490	3876	15	26587	2012
AJS	30	1		29	
ASH	232	22		204	6
BAG	386	25		348	13
BCC	384	22		342	20
BMHS	62	13		48	1
CHV2	2	1		1	
CLA	138	19		112	7
CON	498	64		412	22
COR	275	22		229	24
CRK	19	4		14	1
CTW	2984	493	1	2316	174
CVHS	15	7		6	2
CVPL	2184	147	2	1948	87
CVUSD	10			8	2
DHL	329	38		286	5
DIAL	33	7		26	
ERU	136	11		122	3
GMMS	15			15	
JER	88	3		75	10
LES	15	5		10	
MAY	419	50		346	23
MVS	8			8	
ORME	2	1		1	
PCL	274	56	1	203	14
PCT	4			3	1
PHS	180	24		144	12
PMH	86	40		45	1
PPL	10032	1417	8	7943	664
PPLA	381	35		346	
PPLG	620	79		507	34
PVPL	5874	588	2	4681	603
SED	2763	300		2334	129
SEL	352	25		306	21
THS	23	1		22	
VBC	339	45		284	10
VER	1166	130	1	1020	15
VOC	1121	91		969	61
WIL	192	13		171	8
WTS	37	2		35	0
YAR	330	22		303	5
YCP	351	42		282	27
YCV	89	4		78	7
YFL	12	7		5	

TRANSITS

Items Transited by Library for August 2011																	
Item Library	Station Library																
	All	AJS	ASH	BAG	BCC	BMHS	CLA	CON	COR	CRK	CTW	CVHS	CVPL	CVUSD	DHL	DIAL	ERU
All		30	205	355	354	55	111	387	255	15	2059	8	1762	8	308	31	119
AJS	67			4				2	1		3		8		5		
ASH	189	3		4	2			5	1		17		8		3	1	1
BAG	379		3		14		1	7	7		26	1	28		5		1
BCC	420	3	6	6			2	10	2	2	46		31		4		2
BMHS	56		1	2	2			2			6		1				
CLA	266		5	6	5			2	7	1	30		24		2		
CON	233		3	4	2		2		3		22		16		6		3
COR	208	1	4	3	2		3	1			19		17		5	1	2
CRK	180	1	1	4	6		1		4		12		21		7		1
CTW	1893	1	24	39	29	4	27	38	30	1		2	160		19	2	5
CVHS	1																
CVPL	791	1	9	14	16	2	7	8	7	1	73			1	14	3	5
CVUSD	75			2	1			5	1		6	1	7		2		
DHL	296		2	5	8		3	9	4		22		20				3
DIAL	0																
ERU	286			1	4			3	2		20		23		5	3	
GMMS	50			6				1		1	3						
JER	277		3	2	6		0	2	7	1	16		20		5	1	1
LES	68			11	1						6		6		5		
MAY	279	1	1	4	3			8	6		25		30		6		1
MVS	8			1							1				1		
ORME	3												1				
PCL	383		3	1	5	2		3	1		44		17		3	3	2
PCT	7																
PHS	161										18	0	11	1	2	1	
PMH	19	1		4				2			1		2				
PPL	3924	2	42	76	73	5	15	104	47	3	511	2	410	1	45	6	25
PPLG	352	3	2	1	3	3	2	8	4		38		37		5		2
PPLX	18	1	1								4						
PVPL	3335	5	34	58	68	26	13	64	52	2	391	1	329	1	80	2	22
SED	3598	5	24	35	46	2	13	42	30	1	296		217	1	32	3	9
SEL	353		4	3	11	1	1	8	2		28		33	1	6		5
THS	42			2				2			3		8		3		
UNDEFINED	10					1			1				0			1	
VBC	64		2	1	1		1	2	1		5		4				
VER	992	1	4	24	6	1	6	14	10		105		87	1	15	2	6
WIL	222		6	2	3			4	3	1	30		20		2		4
WTS	41		1	3	1		2	4	2		2		4		2		
YAR	353		4	3	1	2	2	5	9	1	33		31	1	3	1	
YCP	1234		9	16	24	2	5	8	6		108		71		11	1	12
YCV	928	1	7	8	11	4	5	14	5		89	1	60		5		7
YLN	1																

TRANSITS – CONT.

Items Transited by Library for August 2011																	
Item Library	Station Library																
	All	GMMS	JER	LES	MAY	MVS	ORME	PCL	PCT	PHS	PMH	PPL	PPLA	PPLG	PVPL	SED	SEL
All	6	97	19	353	9	1	127	2	168	55	5185	346	538	3376	1631	257	
AJS	67					1			1	1	10			13	4		
ASH	189			1	7				2	1	41	9	2	34	14	2	
BAG	379			1	4			2	5	1	102	8	7	80	16	4	
BCC	420		3		12		1	1	4	3	96	5	3	77	25	9	
BMHS	56		1		1				2		11	1		11	5	1	
CLA	266										69	3	8	33	21	2	
CON	233		1		2			1	3	3	63	6	12	36	8	6	
COR	208				5						62	3	4	36	14	5	
CRK	180				3						36	2	5	40	14	3	
CTW	1893		8	3	43			7	8	4	531	30	47	347	155	33	
CVHS	1							1									
CVPL	791		2		15	1		6	8	3	221	8	17	161	59	7	
CVUSD	75							1	2		17		1	8	7		
DHL	296		2		7			1		2	68	9	9	51	25	6	
DIAL	0																
ERU	286				2			6	2	1	102	1	6	29	29	3	
GMMS	50				1			1	6	2	11	1		4	4		
JER	277				8			1	2		63	2	3	49	32	4	
LES	68				1					1	12	1		15	3		
MAY	279		1	1				1	4		68	2	7	59	21	4	
MVS	8								1		1			1	2		
ORME	3							1						1			
PCL	383		2		2				1	8	1	135	3	8	43	53	1
PCT	7							1			4			1	1		
PHS	161		1							2	61		4	21	20	2	
PMH	19								1		4			2	1		
PPL	3924	3	15	3	68	2		24	30	6		134	190	971	376	60	
PPLG	352				6				1	1	128	4		48	15	1	
PPLX	18		2						3		5					1	
PVPL	3335	2	18	4	62	2		7	31	13	1124	46	51		319	47	
SED	3598	1	18	1	30	2		19	11	1	877	32	69	539		20	
SEL	353		1		6			1	1		87	8	4	63	25		
THS	42			2	2					1	10			4			
UNDEFINED	10								4					2	1		
VBC	64				2	1					12	1	3	10	7	1	
VER	992		5	1	18			7	6	5	284	9	27	190	66	13	
WIL	222				7					1	53		7	33	18	4	
WTS	41										8			5	2		
YAR	353		1		9					1	94	4	8	66	26	5	
YCP	1234		9		12			22	12	1	431	9	14	163	150	2	
YCV	928		7	2	18			16	10		284	5	21	131	93	11	
YLN	1																

TRANSITS – CONT.

Items Transited by Library for August 2011												
Item Library	Station Library											
	All	THS	VBC	VER	VOC	WIL	WTS	YAR	YCP	YCV	YFL	YLN
All		22	328	940	1708	170	37	289	248	76	12	0
AJS	67			8					6			
ASH	189		4	8	15	1			2	1	0	
BAG	379	1	11	16	20	1		4	2	1	0	
BCC	420		8	18	22	2		11	3	2	0	
BMHS	56			5	3			1				
CLA	266	1	6	6	19	7	1	2	5		1	
CON	233		3	13	6	1		4	3	1	0	
COR	208		3	4	6	1	0	1	3	2	1	
CRK	180	1	1	2	10			3	2		0	
CTW	1893	1	31	87	104	15	3	30	24	1		
CVHS	1											
CVPL	791		9	45	36	11	0	13	5	2	1	
CVUSD	75			9	1			2		2		
DHL	296		3	19	5	4		5	3	1	0	
DIAL	0											
ERU	286		6	11	14	3		4	5	1		
GMMS	50			2	2	2		1	2			
JER	277		8	7	19	2		7	4	1	1	
LES	68			5		1	0					
MAY	279		1	10	3	4		2	5	1	0	
MVS	8											
ORME	3											
PCL	383	1	4	9	12	1		5	6	4		
PCT	7											
PHS	161			5	3	2		3	2	2		
PMH	19	1										
PPL	3924	7	71	211	185	39	7	72	69	13	1	
PPLG	352		11	7	11	2	1	2	5	1		
PPLX	18			1								
PVPL	3335	1	38	186	114	23	10	37	37	14	1	
SED	3598	5	43	114	967	19	9	32	21	12		
SEL	353		7	16	14	8		7	1		1	
THS	42			4						1		
UNDEFINED	10								0			
VBC	64			3	3			1	1		2	0
VER	992		22		16	12	4	13	11	1		
WIL	222		6	8	7			1	2		0	
WTS	41	1		4								
YAR	353		1	18	12	4	1		6	1	0	
YCP	1234	2	18	38	51	3	1	11		11	1	
YCV	928		13	41	28	2		15	13		1	
YLN	1										1	0

DISCARDS (DELETED ITEMS)/ADDITIONS

Discard Items August 2011		Items Added August 2011	
Library	Items	Library	Copies
All	7156	All	10749
AJS	68	AJS	124
ASH	21	ASH	57
BAG	11	BAG	130
BCC	84	BCC	87
CLA	3	BMHS	587
CON	14	CLA	61
COR	6	CON	71
CRK	13	COR	31
CTW	68	CRK	45
CVPL	111	CTW	503
CVUSD	1	CVHS	118
DHL	3	CVPL	373
ERU	137	CVUSD	21
JER	87	DHL	304
LES	13	DIAL	323
MAY	39	ERU	17
MVS	23	GMMS	26
ORME	1	JER	69
PCL	193	LES	31
PHS	6	MAY	214
PMH	96	MVS	16
PPL	1403	ORME	56
PPLG	2	PCL	156
PVPL	1958	PCT	3
SED	277	PHS	59
SEL	920	PMH	45
VER	14	PPL	1752
WIL	116	PPLG	42
YAR	984	PVPL	601
YCP	457	SED	868
YCV	23	SEL	33
YFL	4	THS	1
		VBC	2614
		VER	251
		WIL	30
		WTS	10
		YAR	131
		YAV	78
		YCP	347
		YCV	270
		YFL	6
		YLN	188

NEW PATRONS (USERS)

New Users August 2011	
Library	Patrons
All	3836
AJS	164
ASH	19
BAG	20
BCC	34
BMHS	132
CLA	6
CON	8
COR	23
CRK	4
CTW	168
CVHS	89
CVPL	73
CVUSD	241
DHL	7
DIAL	94
ERU	485
GMMS	215
JER	2
LES	108
MAY	12
MVS	25
ORME	53
PCL	280
PHS	74
PMH	46
PPL	578
PPLG	0
PVPL	344
SED	144
SEL	11
THS	131
VBC	3
VER	42
VOC	15
WIL	4
WTS	89
YAR	18
YCP	62
YCV	13



PATRON BILLS

Patron Bills for August 2011							
Library	Number of Bills	Total Amount Billed	Payment Amounts	Patrons with Bills	Delinquent Patrons with Bills	Blocked Patrons with Bills	Barred Patrons with Bills
All	10846	68582.74	67800.44	3089	705	208	22
AJS	22	286.55	286.55	10	0	1	0
ASH	16	161.2	161.2	6	2	0	0
BAG	31	282.8	282.8	13	4	2	1
BCC	15	152.7	152.7	7	1	0	0
BMHS	326	8034.8	8034.5	53	11	7	0
CLA	7	45.4	45.4	2	0	0	0
CON	19	43.95	43.95	12	4	1	0
COR	13	123.25	123.25	5	2	1	0
CRK	5	23.05	23.05	2	1	0	0
CTW	1688	3391.92	3272.43	515	108	23	3
CVHS	465	26181.01	26181.01	84	3	4	0
CVPL	428	1088.39	1021.4	147	34	13	1
CVUSD	75	644.09	644.09	33	2	5	0
DHL	4	25.6	25.6	2	0	1	0
DIAL	3	25.5	25.5	2	0	0	0
ERU	109	1807.61	1799.16	50	6	3	0
GMMS	10	10.1	9.95	8	0	0	0
JER	161	1842.29	1837.29	19	4	4	0
LES	22	227.9	227.9	19	4	2	0
MAY	10	80	80	1	0	0	0
MVS	30	412.8	411.8	21	6	0	0
ORME	10	225.98	225.98	3	1	0	0
PCL	119	1267.59	1244.74	34	2	4	0
PCT	26	92.5	92.5	2	0	0	0
PHS	76	286.69	285.44	46	10	1	0
PMH	10	38.74	38.74	8	0	0	0
PPL	2145	7627.34	7336.58	702	174	56	12
PPLA	5	42.7	42.7	3	0	0	0
PPLG	42	93.2	88.2	24	8	2	0
PVPL	2177	7057.97	6980.46	419	134	51	3
SED	1847	3238.01	3166.12	644	163	14	1
SEL	41	357.15	357.15	17	1	3	0
THS	39	262.4	262.4	8	1	1	0
VBC	38	67.2	67.2	10	3	0	0
VER	377	614.05	586	120	31	7	0
VOC	87	41.8	41.8	51	7	1	0
WIL	10	74.65	74.65	6	1	0	0
WTS	11	555.94	555.94	4	1	0	0
YAR	11	74.05	74.05	4	0	1	1
YCP	220	917.21	853.12	84	11	6	1
YCV	73	473.66	463.76	27	9	5	0
YFL	4	93	93	3	0	1	0
YLN	19	190	180.38	19	0	3	0

CIRCULATION*

*Total does not include Library Use Transactions

Circulation by Library for July 2011						
Library	Checkouts	Staff Renewals	Patron Renewals	Use Item	Library Use Transactions	Total
All	172886	11737	17976	4517	15414	207188
AJS	2681	0			191	2681
ASH	869	61	29		23	959
BAG	1024	69	55		32	1148
BCC	2292	193	54		154	2539
BMHS	1975	72	3		84	2050
CLA	878	182	51		270	1111
CON	1140	83	35		47	1258
COR	1613	82	33		16	1728
CRK	550	87	1		42	638
CTW	16187	1825	1346	354	1142	19712
CVHS	2731	13			63	2744
CVPL	8747	766	689		667	10202
CVUSD	1408	2			6	1410
DHL	1174	112	85		345	1371
DIAL	63	28	6		0	97
ERU	575	146	39	99	253	904
GMMS	507	0		111	51	618
JER	914	68	17		163	999
LES	2534	151		334	252	3019
MAY	1660	59	24		73	1743
MVS	630	37			24	667
ORME	78				8	78
PCL	632	176	138	75	240	1021
PCT	7	3			0	10
PHS	918	55		7	14	980
PMH	1260	0		110	234	1370
PPL	48374	3490	5517		2758	57381
PPLA	346		6		2	352
PPLG	1219	84	177		130	1480
PVPL	35342	1271	2730	1786	3171	41129
SED	18200	507	1367	1050	1224	21124
SEL	1762	48	7		950	1817
THS	2369	0		105	18	2474
VBC	392	52	36		43	480
VER	4377	375	419		273	5171
VOC	1708	58	73		35	1839
WIL	590	59	3		121	652
WTS	1097	98	6	41	80	1242
YAR	1662	155	64		1080	1881
YCP	1648	262	252	375	837	2564
YCV	741	203	37	70	26	1051
YFL	12	8			213	20
YLN	0	797	4677		59	5474

CHECKINS

Checkins for August 2011		
Library	Total	Change Vs. Previous Year FY July June
All	173779	1.13%
AJS	1692	-20.00%
ASH	989	-15.83%
BAG	1018	23.10%
BCC	2590	-18.58%
BMHS	610	19.61%
CLA	1148	462.75%
CON	1215	8.48%
COR	1749	32.80%
CRK	563	-29.00%
CTW	17666	-6.13%
CVHS	547	-35.42%
CVPL	9318	4.89%
CVUSD	480	-72.40%
DHL	1341	23.71%
DIAL	45	
ERU	752	-0.40%
GMMS	296	22.31%
JER	910	4.24%
LES	2033	63.03%
MAY	1715	-10.02%
MVS	408	185.31%
ORME	39	-27.78%
PCL	509	-17.10%
PCT	18	
PHS	482	13.68%
PMH	715	116.67%
PPL	50130	0.54%
PPLA	15	1400.00%
PPLG	1239	3.34%
PVPL	37697	-1.04%
SED	18229	10.25%
SEL	1863	17.54%
THS	1521	61.29%
VBC	630	44.16%
VER	4673	-1.06%
VOC	2704	5.75%
WIL	628	-42.12%
WTS	756	98.43%
YAR	1800	0.56%
YCP	2043	-18.83%
YCV	714	-15.30%
YFL	276	210.11%
YLN	13	550.00%

