July Staff Report

[**Upcoming Continuing Education**](https://newilibraries.org/)

* WiLSWorld Conference July 23, 9 am
* WiLSWorld Workshops July 24, 9 am
* Play Make Learn Conference August 8 (all day)
* Governing Libraries that Inspire Investment (Trustee Training Week) August 12, 12 pm
* Free is Key: Ensuring Your Library is Meeting its Mission (Trustee Training Week) August 13, 12 pm

**Sierra/Circulation**

* **Upgrade with Collections**: we have found that some updated patron accounts are not being included in the weekly updated report, causing for “c” blocks to remain on accounts when they shouldn’t be. Innovative is aware of this issue and it is currently in development. They will notify us when it has been resolved. In the meantime, libraries using collections will go back to getting daily updated report emails. We know this is a nuisance but will hopefully be a short-term fix until we know more. Unique is also aware of this and we are working with them to make sure they are getting the correct and all necessary accounts.
* **Collection Agency Fees**: just a reminder that the $10 collection agency fee should not be treated like a fine when accepted at a library other than the home agency. It is a fee that the home agency pays so that cost needs to be recovered like a bill. We are seeing a few libraries accepting payments but not forwarding the fees to the owning library.
* **Manual “c” Block**: Reminder: do NOT touch the manual “c” block in a patron record. Please remind staff, subs included, that this field is controlled by Sierra once an account is in collections and should not be altered. Although this is under 'manual blocks' it is by no means to be treated as one. Sierra will put these on when patrons have met the UMS requirements and Sierra will take it off when UMS has run its daily report. Patrons may pay their fines to zero, and the c block will remain. It is OK in this instance to override to allow patrons to checkout at this point but leave the “c” block on.
* **Sierra Upgrade**: As time goes on, libraries are noticing “glitches” in the system since the upgrade. As you see things that may not seem right or as they use to be, please let [OWLSnet Help](mailto:owlsnethelp@owlsweb.org) or Molly know. She currently is in touch with Innovative on a few aspects and will keep in touch as more issues arise. Innovative is either already aware of said “glitches” or they send our concerns to software development for more research.
* **Driver’s License in Sierra**: A year ago at AAC we agreed to stop storing patron driver’s license information in Sierra. We identified patron records that had that information in them and placed a message for staff to remove it. Last year there were nearly 85,000 records in the database with DL#s. Today we are down to 54,535!! That is amazing work that you’ve all done over the past year! However, that is still 54,535 records too many. Many of these patrons are expired and owe fines or bills, so they will never be identified by our current solution. Molly and Amanda will be contacting libraries to talk about getting these out of Sierra. Many libraries have only a few and may get a report. Others may require more creative solutions.

**WPLC/OverDrive Update**

* **Advantage Titles**: The “unsharing” of advantage titles with Brown County has hit a snag because of some technical limitations on OverDrive’s side. We are still working to see if this can be accomplished. Until this is resolved one way or another, we are holding off spending the $10,000 we put aside for purchasing additional advantage titles.

**Cataloging Update**

* **Cataloging Email**: Starting in August the OWLS catalog team will send out a monthly email detailing cataloging issues that come up with the software, the catalog or things reported by the libraries (e.g. bootleg dvds) to the TechServ email list. If you or any of your staff would like to receive these updates, please email John at [jwisneski@owlsweb.org](mailto:jwisneski@owlsweb.org).

**OWLSnet Print Management**

* As previously announced, OWLS will be providing a new print management service for library patrons (cell phones, laptops...) and OWLSnet member library owned public web access computers.
* OWLS created a survey for the libraries so they could indicate if they are planning on using that service. Based on the survey results 40 libraries are interested in implementing print management in 2019. And a few more may choose to adopt the service in 2020.
* On July 11, 2019 OWLS submitted a signed quote to TBS (the provider of the ePrintIT print management service) indicating our wish to pay for and proceed with the project.
* The next step in this process is for OWLS to purchase and install a new server to host the print management service. We now have the server selected and are currently working with Dell on pricing. I hope to be able to have the server installed at OWLS and ready for our initial testing in 3-4 weeks.
* The installation of the print management services at the libraries may require an additional 2-3 weeks.

**OWLSnet Fees 2020**

OWLSnet fees for 2020 were emailed to all OWLSnet Library Directors on June 21st.