

May 2020 OWLSnet Staff Report

Upcoming Continuing Education

Upcoming Continuing Education opportunities can be found at <https://newibraries.org/>

ILS

Barcodes

We cannot keep all the old barcodes that we have in Sierra. CARL only reads one barcode, so we need the patron's current barcode to be the first barcode available. Molly has sent a report identifying patrons with multiple barcodes to clean up.

We asked about barcode usage on Yammer and discovered some libraries are using this to record when a patron was last issued a replacement card. We have created a user defined field in CARL to note when a barcode was replaced. If there is another reason why you feel you need to keep old barcodes, please contact Amanda or Molly.

Data Clean Up

The OWLSnet staff have been cleaning up data with the assistance of many library staff. This has a positive impact on patron privacy, security, and accuracy. A clean database improves the patron and staff experiences. Thank you to all of you who have worked our reports and volunteered to pick up some extra clean up projects during this pandemic.

Here's what we've been working on (besides COVID-19 related tasks and migration workbooks):

- Removing 82,000 drivers license from Sierra (since July 2018, but half of those were done in the last 6 weeks or so)
- Updating cataloging and authority records—CARL uses this data much more than Sierra does to facilitate searching
- Updating magazine holdings
- Verifying Community and Employee patron types are current
- Reducing barcode fields and ensuring the first field is the current barcode
- Problem names
- Expiration dates greater than 3 years into the future
- Birthdates from the future
- Home agency doesn't match library location
- Claims returned notes in patron records
- Barcodes that are too long
- Item agency doesn't match the item location

There is plenty more cleanup that can be done from now until the migration and there will be plenty to do afterwards as well. Molly is working on sending out Note Field clean up lists, but these are lengthy and have many variables to them. If libraries have any other clean up ideas in mind, please let Molly know.

TLC Analytics

TLC has asked us to opt-in to analytics on CARL Connect Discovery (the online catalog) to see how people are using it for development purposes. They do not see patron data. We plan on opting in. If anyone has concerns please let Amanda know.

OWLSnet Update

New Patron Registrations

Since we began closures the week of March 14th, we've registered 478 new patrons. This includes the online registrations and those taken over the phone by libraries. Of those who register, about 15% respond with their home library preference and proof of address.

The volume of new registrations has tapered off in recent weeks.

Patron Update Form

In February Evan mentioned that we updated and simplified the Patron Update Form so that we were no longer sending unnecessary patron data through email. The feedback he got on the change was positive, but the question was also raised about the need for the form at all, or possibly that the form was only needed for change of Agency. Below are the comments. At an upcoming AAC meeting we would like to hear if this form is still needed or if still needed, for what situations. For example, should the form only be sent when a patron changes agency, in which case only the library card number would need to be sent.

- My staff dutifully fills in the form and sends it on. When they receive notices on our end, from this form, they do nothing. They figure everything is updated in the electronic record and there is nothing to do. So it sounds like this may be a form that can be eliminated in the future?
- I think the only thing we really care about when we receive these, is if the patron has changed agencies. I don't see the need to send them if we are just updating information in the account, as we don't go update the physical cards. If we go paperless somewhere down the line, it would really be unnecessary since the only place the information would be has already been edited.
- Is it necessary to have the four check boxes at the bottom? If anything has changed it can be provided in the note box. Having the four check boxes above the barcode pretty much tell us what to watch for and having the barcode and any notes should be good.
- I really like the new form. It'll surely make the job of sending update forms a little quicker and easier!

WPLC OverDrive Update

As posted on the WPLC Announcements list, WPLC has decided not to renew the Self-Publishing resources, including BiblioBoard Library, WI Author Project Contest, Pressbooks SELF-e. The resources were little used and thus will likely not be missed.

OverDrive usage, as expected, has increased greatly in March and April. Even with the increase, because of increased spending at the state level and among library advantage accounts, wait time has gone down. If you are interested in learning more about OverDrive usage, please take a look at the [WPLC Annual Members Meeting Slides](#).

Since March, OWLSnet libraries have spent almost \$27,000 on OverDrive advantage titles. Some of the funding is from the Holds Reduction fund that all OWLSnet Libraries contribute to through payments to WPLC, some is from the OWLSnet Database fund, and the rest is from purchases made by the following libraries: Appleton, Manawa, Marinette, Scandinavia, Seymour, Waupaca, & Weyauwega. Please contact Evan if you are interested in purchasing OverDrive titles.

Technology Update

ESET and Deep Freeze Updates

Over the past 6 weeks the OWLS, NFLS, and DCL computer support staff have been working on upgrading the ESET Antivirus application on every Staff and Public access computer (700+) that they had access to (were able to turn on remotely). There are quite a few library staff computers that could not be turned on remotely so those will be upgraded after library hours return to normal.

As a prerequisite to upgrading ESET, Deep Freeze also needed to be upgraded on every public access computer (400+).

A HUGE thank you to Julie (OWLS), John (NFLS), and Shauwn (DCL) for all your hard work to complete as many of those upgrades as possible by the end of April. That was no small task!

Mobile Printing

For those OWLS & NFLS libraries that requested it, Mobile Printing is now available to your patrons.

If your library has requested the OWLSnet mobile printing service and are currently offering curbside pickup options for your patrons, you now have the option to blend those 2 services together. (Mobile Printing Curbside Pickup)

Dave Bacon will be sending an email to the AAC list to find out which libraries would like to offer "Mobile Printing Curbside Pickup" services.