SWAN Circulation Advisory Notes
January 16, 2019

Committee members present: Sue Feddersen (BVD), Stephanie DeYoung (BLD), Cindy Maiello Gluecklich (MPS), Sandra Leyva (AMS), Julie Lombardo (WRS), Victoria Muraiti (RFS), Cheryl Pawlak (DGS), Debbie Sheehan (INS), Brittany Smith (WMS), Peggy Tomzik (ESS), Thomas Webb (MTS)

SWAN staff present: Crystal Vela, Samantha Dietel, Dave Pacin, Michael Szarmach, Dawne Tortorella, Vickie Totton

Visitors present: Juan Estrada (LSS), Mary Moss (EPS), Mary Malach (MED), Marla Cole-Wieringa (MTS), Jeri Cain (CSD), Laura Tabor (GED), Marcy Biala (WMS), Debbie Walsh (NUD), Manual Vasquez (GPS), Elizabeth Wald (CRS), Leslie Hartoonian (LGS), Pat Sinacore (WCS), Bonnie Ellis (SCD), Debbie Weishaar (CTS), Norma Rubio (CTS), Lisa Knasiak (HDS), Linda DuPree (BWS), Sylvia Jarecki (VPD), Elizabeth DeJong (SHS), Emily Cotterman (ITD), Karen Skocik (PHS), Mary Ann Pyrzynski (TPS), Sara Scanland (HWS), Sharon Shroyer (RSS), Jose Hernandez (BYS)

33 SWAN Libraries represented.

1. Introductions

2. Review of Notes, November 21, 2018
   Motion to approve notes from Lombardo, seconded by Sheehan.
   Notes were reviewed and approved without modification from November 21, 2018.

3. SWAN Updates & Discussion
   a. Azure Update
      Dawne Tortorella shared that the migration to the Microsoft Azure cloud environment was completed on Sunday, January 13th. Over the course of Monday and Tuesday (1/14-1/15) SWAN IT staff worked with SirsiDynix support and engineering teams to identify causes to SIP traffic resulting in server load spikes. Once the problem was identified, SWAN IT was able to announce downtime on Tuesday 1/15 for provisioning additional resources. This work took approximately 2 hours to complete resulting in a stable system. Had the SWAN infrastructure not been in the cloud environment, this resource allocation would have required weeks to address.

      Audience members asked if this problem could not have been anticipated and tested, given all the testing that had gone on prior to this migration. SWAN staff knew that the one area we would not be able to volume test was SIP connections which is where the problem surfaced. Problems were also encountered at the library locations that did not complete the testing verification process in December. In the future, SWAN will be more forceful in the importance of this testing.

b. Enterprise Update
    On December 26th, SWAN encountered heavy server peaks resulting in
    WorkFlows slowness. This was traced to web services calls coming from
    Enterprise. To alleviate the problem, the holdings display widget was disabled on
    the search results page, although it remains on the item detail page. Novelist
    information on the item detail page was also disabled. In order to minimize
    impact on the Azure migration, resolution of this issue was scheduled for after
    Azure migration. This will be the priority issue addressed once we are stable with
    the Azure migration.

c. ILL_LIBS Pickup Library
    Sam Dietel shared a support ticket received which indicated ILL_LIBS as the pick-
    up location for a patron (not a library for ILL purposes). This occurs if the patron
    record has the wrong default pick-up location in their patron record. If this
    occurs, please submit a support ticket so that we can assign the correct pick-up
    location. Patrons may also have the wrong instance of Enterprise bookmarked.
    Patrons should be instructed to review their preferred pick-up location in their
    patron record and to use the Enterprise catalog of their library.

d. Patron Purge
    Vickie Totton shared that we have received many tickets from libraries in
    preparation for the record purge. Getting the reports out to libraries in
    December allowed people to look at the reports earlier. We will begin this
    process immediately but will need to schedule around the Green Hills migration
    data load which will occur from January 18-29th.

    As part of our due diligence in verifying impact of checking Last Activity Date for
    patron records with an expiration date of NEVER, the SWAN UX team will verify
    how access to eRC resources update Last Activity Date. Testing will include both
    access through Enterprise and direct through the vendor app.

    Libraries who requested removal of bills will see a payment of SWANPURGE.
    Those libraries requesting special processing on bill thresholds will be contacted.

    Patron records matching record purge criteria with a status of BADADDRESS will
    also be purged.

    In House accounts will not be purged.

e. NCOA
    Vickie Totton reviewed the process and resources available regarding NCOA. The
    first SWAN initiated run of NCOA occurred in December, 2018. Prior to this,
    NCOA was used during our system migration to Symphony, but was handle by

SirsiDynix as part of our patron load in migration.

Approximately 1.1 million records were sent for verification to UMS using the NCOA database for address matching. 117,313 records were updated.

The process did cause disruptions to our libraries due mainly to timing and new procedures which we learned together. Issues noticed by the libraries included snowbirds being flagged, patrons who moved from one location in service area to a new location in same service area, and concerns over patron privacy and how this information was identified. The difficulty of notifying 1+ million patrons was acknowledged. It was also noted that the patrons who were angriest were those who legitimately no longer are served by the library.

The process also updated zip to zip+4. While libraries are not required to enter zip+4 when registering patrons, this information is of value and does have benefits such as reduced mailing rates from the USPS. Additionally, multi-line street addresses were combined into one street field – apartment numbers appended to main street information.

Reports and procedures are available from the SWAN Support Site (search NCOA). A report was created which lists the patrons who were in Collections and received a NCOA patron note, but status was not updated in order to maintain COLLECTION status. A direct link to this report will be added to the NCOA page on the SWAN Support Site

Lessons Learned and Recommendations:
- Timing should be in the spring, perhaps next run May 2020
- Coordinate with better patron messaging and warning (perhaps mailing/social media campaign to remind patrons to keep their patron information updated)
- Consider not barring until staff can review patrons impacted and provide a time window for review before changing to BADADDRES
- Take into account Primary Address versus Address 1
- Coordinate post-NCOA mass mailing for libraries who wish to reach out asking patrons to register at their home library

f. New Status for Returned Mail Requested
Vickie Totton shared that members had requested a status, similar to BADADDRES in behavior for updating patrons who have had mail returned to the library. A new status, MAILRTRN will be added. BADADDRESS is reserved for NCOA processing only.

Requested behavior of this status is to allow holds, but not checkout of materials. The new user status will be available in a dropdown to select.

If a patron record is updated to reflect MAILRTRN, a patron note should also be added. When the patron verifies address and their record is updated, the note should be removed, and the status updated.

This discussion led to inquiries about how pc reservation software checks patron status and wondering how both BADADDRES and MAILRTRN would appear to these systems.

To do:
- SWAN will add Status MAILRTRN with settings of holds allows, checkouts blocked
- SWAN will create Support Site documentation to reflect new status and recommended procedure for use
- SWAN will conduct tests with WRS to better understand statuses and how they are interpreted by pc reservation systems

g. Consolidation of Overdue Notices
Crystal Vela updated members on the availability of a BLUEcloud Analytics report which lists users without an email address. This report can be found in:
BCA > SWAN Reports > Shared Reports > Users > List Users without Email Addresses

Members shared some of the success they have had with campaigns for encouraging patrons to update their records to include an email address. Many are noticing trend towards requesting text as preferred method. Lombardo shared the added need to include email address, even for those who prefer text, because some notices are generated only via email (e.g. renewals). Most libraries have a conversation with patrons at the desk sharing options for notifications. Some libraries get email addresses for all patrons, except for those few who do not have email. It was also noted that asking not only for the email address but asking if they look at their email daily is critical to good communication.

Moving forward initiatives to Go Green should include targeting patrons who are getting print notices. Any option, text, automated phone, or email are good choices to reduce the need for print notices. These campaigns need to include social media as a way of reaching patrons.

h. Consolidation of Extended Fields
Vela indicated that this project was placed on hold until after the Azure and Green Hills migration. Libraries will see the creation of the ALTPHONE field and can use this field as an alternate phone. After all phone fields (HOMEPHONE, WORKPHONE, CELLPHONE) are consolidated, we will have only PHONE and ALTPHONE. PHONE should be used as the primary phone, with the option for an alternate phone in ALTPHONE.

i. Custom Long Overdue Report Update
Vickie Totton shared progress on the Custom Long Overdue Report processing. This project started approximately 3 years ago and is nearing final incorporation into daily processing.

The Custom Long Overdue Report (CLR) adds notes in the bill with include title, barcode, original due date, and owning library. Part of the process to operationalize this process was making sure that patron accounts were correctly assigned to the library. Patron library and owning library are used to determine quarterly billing. Some libraries are sending in tickets indicating that their patron clean-up reports are empty. Yay! That means patrons are correctly assigned to your library and the patron clean-up report checking will now be a quick ongoing task.

In December, 2018, CHCIAGO_P and RB_ILL long overdue items were processed with the CLR. This has resulted in over $41,000 of credit/debit to the appropriate libraries. Please make sure that home library is properly identified in User Category (Non-SWAN RB) for patrons outside of SWAN libraries. This information is used in Quarterly Billing to bill other libraries.

The CLR report runs every Friday. Local transactions are included in the weekly reports.

j. Green Hills
Sam Dietel updated members on the Green Hills project. We are set to welcome Green Hills on January 29th. Their technical freeze begins on Friday, January 17th.

Sandra Leyva (AMS) and Peggy Tomzik (ESS) presented a session for Green Hills staff on December 7th, sharing their experience being part of Circulation Advisory and SWAN. They covered what to expect during migration and to remember patience and to communicate often. Both Sandra and Peggy were excited to work together, get to know each other better, and share with their new colleagues. They indicated that GHS staff were very welcoming, and they served great cake!

During the go-live week (January 29-February 1) SWAN staff will be on-site to assist Green Hills. If anyone on Circulation Advisory is able and would like to mentor, SWAN staff and GHS welcome them. Those interested in assisting can submit a support ticket for coordinating the visit.

k. Finished Unusable and Damaged Procedure
    Crystal Vela reviewed the document distributed at last month's Circulation Users Meeting and available on the SWAN Support Site. Suggestions made by Circulation Advisory were implemented into the procedure.

    As checkout to UNUSABLE_RB_ILL makes it difficult to track the last patron, some libraries are concerned how to make patrons responsible. This procedure is available as a guidance and will not cover every anomaly. For situations where it is unclear how to handle, submit a ticket for review. It is important to review check-in processes to avoid checking in material that is clearly damaged or missing pieces.

l. Circulation Policy
    Brittany Smith (WMS) motioned, seconded by Peggy Tomzik (ESS) that the Circulation Policy be revised as follows:

    1.c.iv [addition] The optional grace period is 3 days.
    3.d [revision] Always use a new routing label when sending items in delivery. Staff should transfer any notes to the new routing label.
    3.e [insertion] Routing labels must include the library codes for both TO: and From: libraries.
    6.d [revision] Creating multiple records is prohibited. There are only a few instances when a user may have more than one valid record in SWAN. Acceptable examples include: children in joint custody situations, staff, non-resident property owners, and records created for academic or SWAN special library members.
    6.e [addition, renumber remaining] Academic and special library cards are not accepted for use at a public library.

m. Hold Wrapper Information Best Practice
    The topic of patron privacy in relation to hold wrapper patron identifiable information led to a heated discussion. Tension exists between the need to protect patron privacy and providing a patron experience that is easy and convenient.

    SWAN will gather information on this topic and present at the next Advisory meeting.