



SWAN Outreach Users Notes

Friday, January 24, 2020, 9:30 AM - NOON
RAILS Burr Ridge

Facilitators:

1. David Kelsey, St. Charles Public Library District (chair) – absent
2. Crystal Vela, Consultant, User Experience, SWAN

Agenda/Notes:

I. Introductions

David was unable to attend the meeting, so Crystal led the group and welcomed attendees.

II. SWAN Updates

a. Known Issue

Crystal shared the document outlining the known issue with the system error occurring while using the Search Interest Wizard in Outreach. This issue can be tracked on the SWAN Support Site – Known Issues <https://support.swanlibraries.net/node/66845>

While only St. Charles has reported this issue, Crystal reached out to other Outreach libraries and determined that it is happening to others. Lynda and Dana have done internal testing to show that when both of them are using conducting search interests, the error occurs. Lynda has cleaned up all search interest data for their records but this has not corrected the problem. Through St. Charles testing concurrent use of the features appears to be the culprit. Crystal will report this additional information to SirsiDynix. They do not experience this problem when working on individual search interests, but when working with a institution/route with several users, it is noticed often.

Until this problem is resolved, SWAN will work with libraries using the search interest

feature to recommend some processing timeframe so that minimize contention with each other. SWAN is also trying to isolate what is occurring in the system when this happens so that we may develop some intervention to correct the problem rather than waiting for the overnight HIR (halt, initialize, run process), also known as a “halt and run”. This process is similar to re-booting a workstation where “stuck” process get cleared. Unfortunately, we are unable to issue this HIR without impacting all users on the system. Our goal is to identify the errant process at the time this occurs and work on triage methods while SirsiDynix works on a permanent fix.

If you experience this issue, please submit a help ticket indicating exact time the problem occurred. See

https://support.swanlibraries.net/sites/default/files/meeting/20_01_24/66889/packet2020-01-24.pdf

Crystal will coordinate some reserved lanes for libraries using the service, as well as some targeted tests to reproduce the problem.

St. Charles – 8:30-9 AM

When the search interests is working, it works exactly as desired. Patrons are very happy with the selections the system is making based on the search interests. One trick SCD has used to eliminate largetype is to use NOT 18cm OR 17cm in Boolean logic. They also limit to SCD on-shelf items. Adding authors to searches has also helped target selections. Lynda mentioned that she still has problems with movies and tends to pull those manually. They have also tried with success Dewey numbers for specific searches like travel.

Lynda and Dana both acknowledged Crystal’s attention, responsiveness, follow-through, and diligence in working through this problem and communicating with SirsiDynix the urgency.

III. Co-Chair

Crystal will put out a call for a co-chair for the group.

[NOTE: post meeting – David is the 2020 President Elect of the Association of Bookmobile and Outreach services, the national professional organization for bookmobile and outreach librarians. With his new responsibilities, he is passing the mantel of Chair of the SWAN Outreach Users Group to Lynda Spraner.]

IV. Forums

SWAN has added online forums to the list of services available to member libraries. This has been by invitation only during a test period and Crystal will be sending out invitations to people

who have attended past Outreach Users meetings to join the online forums. This is an opportunity to continue two-way sharing of ideas and discussion with colleagues. An area for Outreach topics has been added to the forums to start conversation. Look for those invites!

Open Discussion:

We share additional ideas on how to use the Outreach module to track patrons served by outreach activities. For example, some homebound/outreach patrons do not circulate material, but are served through delivery of magazines, word searches, and other non-returnable material. These patrons can be added to the Outreach and local practice working with Circulation staff can set guidelines for how to best log notes that can be pulled from BLUEcloud Analytics for purposes of selecting non-circulating material for these patrons.

Related to this, SWAN will create another BLUEcloud Analytics report that pulls all OUTREACH users and lists their patron notes for review by outreach services staff.

Other ideas include school outreach, literacy partners – creatively and working with your Circulation staff is encouraged.

Next Meeting

Friday, April 24, 2020, 9:30 AM – NOON (RAILS Burr Ridge)

Attendees:

1. Dana Hintz, St. Charles
2. Mary Schueren, Indian Prairie
3. Lynda Spraner, St. Charles
4. Deidre Thurman, Woodridge

SWAN staff in attendance:

1. Dawne Tortorella, SWAN
2. Crystal Vela, SWAN