



SWAN Circulation Advisory
Wednesday, March 20, 2019
9:30 am – 12:00 pm
RAILS Main Meeting Room
125 Tower Drive, Burr Ridge, IL 60527

AGENDA

1. Introductions
 - a. Housekeeping (facilities)
2. Review of Notes, January 16th, 2019 [Exhibit A] **{action requested}**
3. SWAN Updates & Discussion
 - a. Mail Returned Status [Exhibit B]
 - b. Hold Wrapper [Exhibit C]
 - c. Modifying Logins and Generic Users reminder
 - d. Book Club Best Practices
 - i. Best sellers
 - ii. Suspending holds
 - e. Checking out to Patrons without a library card
 - f. Consolidation of Extended Fields
 - i. Dave is currently working on combining the phone fields in a test environment.
This is the most complex part of the consolidation process.
 - g. Going Green Best Practices for getting patrons Email address
 - h. Staff Changes [Exhibit D]

Future Meeting: May 15th

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 Pырzynski (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.

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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

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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.

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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.

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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!

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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.

To do:

- SWAN will provide examples of existing hold wrapper configurations which help to mask full names of patrons and other sensitive information such as

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phone number. These samples will be shared at the next Circulation Advisory Group meeting for review.

- SWAN will work individually with libraries who wish to change their hold wrappers to better protect patron privacy.
- Members will share best practice in open hold shelf techniques such as placing titles to the inside rather than outside.

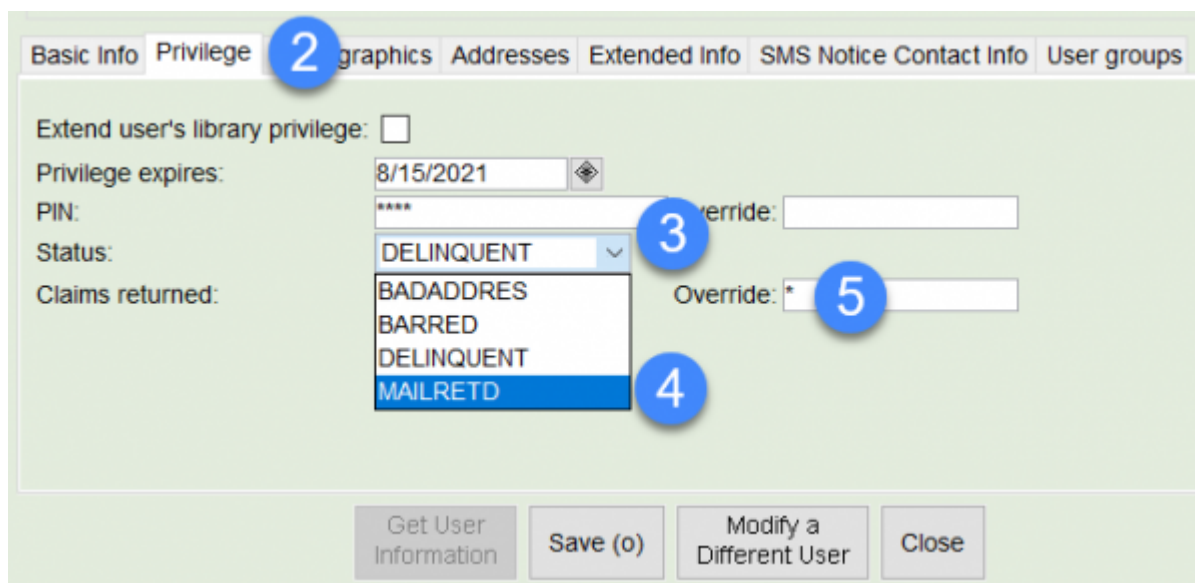
DRAFT

Blocking Patron Records for Returned Mail

A patron record status of MAILRETD will block a patron from all functions except placing holds. You can update your patron's record status to MAILRETD if your library blocks patrons for returned mail.

Changing a patron record status when you have mail returned

1. Open the patron record in the **Modify User** wizard.
2. Go to the **Privilege** tab.
3. Click on the drop-down menu for the **Status** field.
4. Select **MAILRETD**.
5. Enter the override in the **Override** field.
6. Go to the **Extended Info** tab
7. Add a note of Mail returned; include the date, library code, and your initials.
8. Click Save.



The screenshot shows the 'Privilege' tab of the 'Modify User' wizard. The 'Status' dropdown menu is open, showing options: DELINQUENT, BADADDRES, BARRED, DELINQUENT, and MAILRETD. The 'MAILRETD' option is selected. The 'Override' field is empty. The 'Privilege expires' field is set to 8/15/2021. The 'PIN' field is masked with four asterisks. The 'Extend user's library privilege' checkbox is unchecked. The 'Claims returned' field is empty. The 'Basic Info' tab is selected, and the 'Privilege' tab is highlighted with a blue circle and the number 2. The 'Status' dropdown menu is highlighted with a blue circle and the number 3. The 'MAILRETD' option is highlighted with a blue circle and the number 4. The 'Override' field is highlighted with a blue circle and the number 5. At the bottom, there are buttons for 'Get User Information', 'Save (o)', 'Modify a Different User', and 'Close'.

Basic Info Privilege Demographics Addresses Extended Info **6** Notice Contact Info User groups

NOTE **7**

P_NO

HISTORY

NOTIFY_VIA

COMMENT

LOSTITEM

STAFF

Get User Information Save (S) **8** Modify a Different User Close

Reinstating a patron record

1. Open the patron record in the **Modify User** wizard.
2. Go to the **Privilege** tab.
3. Click on the drop-down menu for the **Status** field.
4. Select **BLOCKED** (OK is not a choice; the status will update appropriately after the record is saved).
5. Enter the override in the **Override** field.
6. Go to the **Extended Info** tab.
7. Put the cursor in the **Note** field.
8. Click on the **Delete Row** helper.
9. Click Save.

Basic Info Privilege **2** graphics Addresses Extended Info SMS Notice Contact Info User groups

Extend user's library privilege:

Privilege expires: 8/15/2021

PIN: ***** Override:

Status: MAILRETD **3**

Claims returned: **4**

- BADADDRESS
- BARRED
- BLOCKED**
- COLLECTION
- MAILRETD

Override: * **5**

Get User Information Save (o) Modify a Different User Close

Basic Info Privilege Demographics Addresses Extended Info **6** SMS Notice Contact Info User groups

8

NOTE **7** Mail returned 2/20/19 sws vlt

P_NO

HISTORY

NOTIFY_VIA

COMMENT

LOSTITEM

STAFF

Get User Information Save (o) **9** Modify a Different User Close

Source URL (modified on 02/19/2019 - 18:11): <https://support.swanlibraries.net/node/66594>

Hold Wrapper Project



Exhibit C

Available Fields

- Patron Last Name (first characters of last name)-up to 5 characters
- Last digits in a patron ID-up to 5 digits
- Pickup by date

Optional Fields

- Hold Pickup Preference
- Library Defined
- Notice Preference
- Item ID

R
o
b
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6789

31132015225266

EMAIL

DESK

Pickup By: 1/30/2019

SWAN Services

CHANGES TO STAFF & MEMBERSHIP SUPPORT

AARON SKOG

Membership Announcement March 13, 2019

From Aaron Skog, Executive Director of SWAN Services

Introduction

SWAN services will undergo an immediate change to its staffing composition and services arrangement in March 2019.

The SWAN Board has asked for a review of the SWAN organization on how member needs and projects are prioritized, managed, and shared. All SWAN staff support the membership; service to members is pervasive in all work we do.

The Board has requested a review of departmental structure with increased emphasis in areas identified through the strategic planning process:

- commitment to the patron (and staff) experience
- increased consultation, training, and documentation
- cross-functional collaboration (both within SWAN organization and throughout the membership groups)
- streamlined processes
- commitment to data integrity and automated processes
- ease of data reporting and access to actionable data
- responsive/pro-active support
- increased research and development

Following their fiduciary responsibilities, the Board has requested SWAN Management to evaluate positions as they become available, ensuring strategic priorities are addressed in staffing decisions. The SWAN salary and benefits budget for FY20 is funded at the FY19 level.

These priorities require creative solutions and a reallocation of staff to define more effective working relationships both within SWAN and with our members. The success of this plan depends greatly on the ability of SWAN staff to collaborate, work in an agile environment (assignments may shift based on projects), mentor and nurture colleagues, and work toward the common goals of our consortium.

The following transition plan will be fully implemented by July 1, 2019. Job descriptions and performance goals will be reviewed and documented before the end of FY19.

Vision

SWAN will be arranged into four service units:

1. Administration
2. Bibliographic Services
3. Information Technology and Support Services (IT)
4. User Experience

SWAN Administration

Your team will be made up of...

- Aaron Skog, Executive Director
 - Dawne Tortorella, Assistant Director
 - Ginny Blake, Office Manager
 - Grant Halter, Data Analyst (part-time)
 - Helen Pinder, Consultant - Resource Sharing

The addition of Grant Halter as Data Analyst will provide consortium-wide data analysis support to SWAN Administration, highlighting trends and markers for efficiency and service. This position will not be directly involved with membership support, but will help transform library data into a more standardized process across the membership.

Helen Pinder as the Resource Sharing Consultant will work closely within SWAN Administration to support processes and procedures to reconcile ILL and RB activity. Helen, Grant, and Dawne will collaborate on analyzing SWAN resource sharing.

Aaron will oversee the implementation of the organization's 5-year strategic plan through the SWAN tactical plan. The tactical plan will be reviewed quarterly.

SWAN governance and quarterly meetings will be led by SWAN Administration. The Assistant Director will continue to play a support role in SWAN Advisory and User Groups, which are led by specific service units.

SWAN Bibliographic Services

Your team will be made up of...

- Scott Brandwein, Bibliographic Services Manager
 - Angela Puckett, Bibliographic Services Support Specialist
 - Claudia Nickson, Bibliographic Services Consultant
 - Diane Nickolaou, Bibliographic Services Support Specialist
 - Mary Alice Buckley, Bibliographic Services Support Clerk (part-time)
 - Samantha Dietel, Bibliographic Services Consultant
 - Susan Stupar, Bibliographic Services Support Specialist

The Bibliographic Services team will continue to focus on high quality original cataloging, copy cataloging and authority control on the SWAN database to ensure library materials in all formats are discoverable and accessible to customers via online catalog. The SWAN Bibliographic Services Manager and Bibliographic Services Member Consultants will be involved with planning, organizing and implementing projects related to development, oversight, and enhancement of the bibliographic data and processes, including acquisitions, cataloging, and serials.

Membership support of library Symphony Acquisitions, EDI, automated bibliographic 9XX record loading, and Symphony Serials will be supported through a coordinated effort between Bibliographic Services and IT Services.

Cataloging Advisory, Acquisitions and Serials User groups will be led by Bibliographic Services.

SWAN Information Technology & Systems Support

Your team will be made up of...

- Steven Schlewitt, Information Technology & Systems Support Manager
 - David Pacin, Systems Administrator
 - Ian Nosek, Systems Administrator
 - Michael Szarmach, Systems Administrator
 - Rudy Host, Systems Engineer
 - Vickie Totton, Consultant - Systems & Support

The department will undergo a title change to Information Technology & Systems Support. The primary responsibilities include:

- Oversight of the Library Services Platform including scheduled processes, system availability, upgrade scheduling, account creation/management, and configuration.
- Oversight of maintenance, configuration, security, and support of the server and network infrastructure.
- Liaison between client support and internal library services expertise within SWAN.
- Increased development of library platform solutions and tools.

The IT & Systems Support team will oversee the user data within the ILS, coordinating NCOA and record purge updates, periodic user and circulation record changes, and 3rd party services interaction with the Library Services Platform.

Technology and RFID user groups will be led by IT & Systems Support.

SWAN User Experience

Your team will be made up of...

- Tara Wood, User Experience Manager
 - Crystal Vela, Consultant – User Experience
 - Lauren Levaggi, User Experience Specialist
 - Robin Hofstetter, Consultant - Electronic Resources

This team is responsible for facilitating user experience design and implementing/managing experience features on behalf of SWAN. Tara will lead a team consisting of web administration and internal support roles, as well as member advisory and work groups, to form an effective user experience model for the

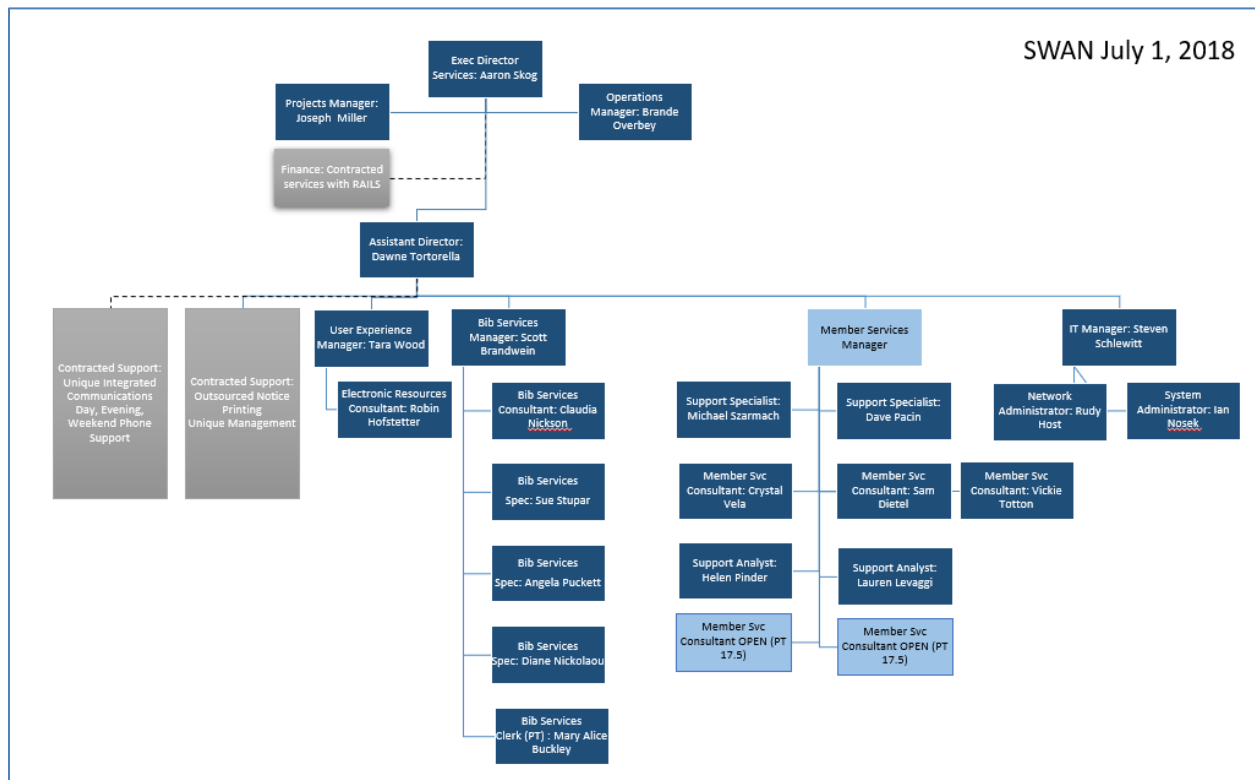
organization. The goal is to support and assist end-users-- patrons and staff-- in use of SWAN services. This includes interface design, training, outreach, and curriculum development, including web and video-based instruction and support.

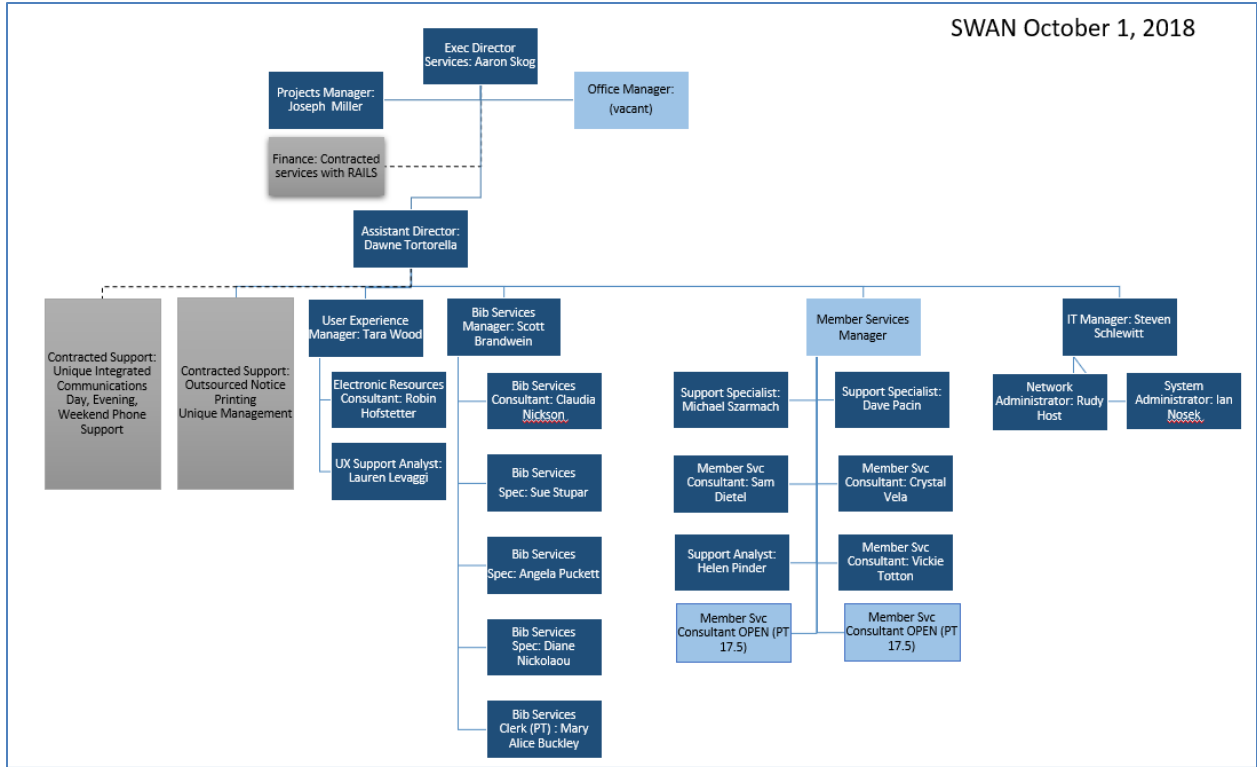
Circulation, Outreach, and Discovery & User Experience advisory groups will be led by User Experience.

SWAN Organization Chart

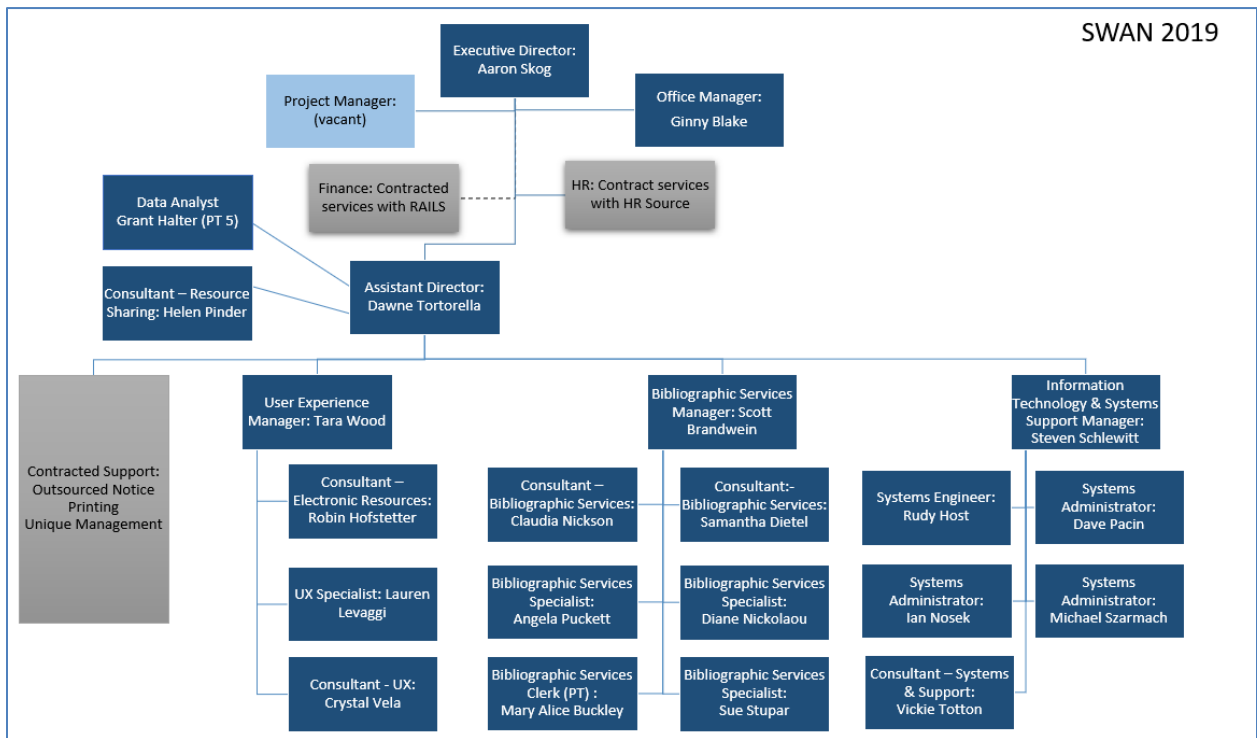
The organization has taken steps towards the staffing plan goal.

Below is the chart mid-last year.





Our organization as of March 2019 will be structured in the following arrangement, fully implemented for FY20.



Key Areas of Responsibility

User Experience	Bibliographic Services	Information Technology, Infrastructure & Support	Shared
<ul style="list-style-type: none"> • Patron experience/interaction • OPAC • eRC • EDS/Article Search • Mobile • Staff efficiencies and interface with applications (Staff Experience) • Symphony Workflows • BLUEcloud Circ • OCLC WorldShare • Holds Management (user facing) • Web Sites & Content Management • Usability Research 	<ul style="list-style-type: none"> • Cataloging Standards • International • State-wide • SWAN • Management of shared catalog • Holds Management (data/config) • Policy Management (e.g. Location, Item Types, Holding Codes) • Serials • Acquisitions <ul style="list-style-type: none"> • Vendor accounts • Authority Control • OCLC Holdings & Scoping • PCC Certification • Bibframe Research 	<ul style="list-style-type: none"> • Technology Infrastructure • SWAN Membership • SWAN Organization • Networking and VPN management • 3rd party vendor integration • Vendor negotiations • Security • Account management • Reports & Scheduling • Policy configurations • Support – 1st line of support • Api management & development • Web Services • Participation in Open Source Community 	<ul style="list-style-type: none"> • Projects (including Migrations) • Facilitation of Users Groups, including cross representation • Announcements and news to membership • Training & Documentation • Member engagement/site visits • Member support • Reporting and analysis of data to support decision making • Professional Development • Targeted R&D <p>Assistant Director</p> <ul style="list-style-type: none"> • Quarterly Billing • Data Analysis • Resource Sharing

Background Information on the Position Changes

Goals of the FY20 Budget

The personnel budget was not increased, therefore unfilled positions will remain as such. No staff benefits were changed within the FY20 budget. We expect to complete the annual review and merit process in the same timeframe of June/July 2019. The strategic alignment of staff and positions will enable continued merit increases based on performance.

Project Management

SWAN will undertake project management through the management team. Steven Schlewitt is completing project management certification sponsored by SWAN. The Project Manager position will remain unfilled.

Cross Functional Teams

SWAN will continue to assign cross-functional project teams for major projects, as well as continue and enhance our internal working teams. These teams include: Acquisitions (including SirsiDynix Strategic Partner), Analytics, API, and management working teams. A Consultants team will be added to facilitate cross-departmental problem-solving and surfacing of priorities. Teams will have monthly formal meeting times and will track topics/work within Asana.

Research & Development

To meet the needs of the organization and our SWAN membership, increased research, learning, and development efforts are required. Design research, metadata, data analytics and visualization, and application development - including open source represent areas we will be pursuing. This research and development activity will inform projects and directions outlined in the SWAN Strategic Plan.