

## ALL-WALS Agenda With Notes

Ripon Public Library

January 30<sup>th</sup>, 2018

9:00 – 9:15 Coffee & Conversation

9:15 – 9:20 – Introductions, quick updates

### Review

- **Flexible Thinking Exercise:** only got 21 responses, of which 5 were disqualified because the respondent didn't follow instructions. So, considering there were results from just barely over ½ the libraries in the system, I can't say the results are particularly accurate. Of the replies I got, most libraries were willing to change loan periods, and least likely to change local hold policies. I might try again using SurveyMonkey so that it is easier to get accurate results.
- **Skype:** When I went to send a test message to everyone, Skype replied "Group too large. Skype for Business cannot send to groups with more than 100 members." Or something to that effect. So, we're back to the drawing board. Maybe we'll have to split the list into 2 or 3. That's why you haven't received a test system-wide announcement yet.

### This-n-That

- **Shoutbomb—Handout.** Currently, Shoutbomb sends texts as an email address. This can cause problems with some carriers not allowing a text to an email address, or blocking delivery from one as spam. Shoutbomb has set up for us a local phone number (920-212-4349) that handles signups and notices from these carriers. Now, they are asking us to transition all patrons from texting the email address to texting the phone number; this will both prevent errors, and allow for improvements in speed of message delivery and size of messages sent.

Shoutbomb can seamlessly switch to sending notices from the phone number without the patrons needing to re-sign up, but ask us to change our documentation and forms to point solely to the phone number, and to promote this to our patrons. And, of course, they ask us to pick a date to make the switch.

- **Number of Pieces.** If you fill in the Number of Pieces field, the system will throw up an alert whenever the item is checked in or discharged—and it requires an override. Having the pop-up can help staff remember to check parts when item is returned. HOWEVER, Melissa still gets several "previous borrower" requests for these items—so it is possible that if one overuses it (like for every audiobook, or DVD series) that staff are becoming immune and typing in overrides willy-nilly.
- **Assumed Lost DVDs. – Handout.** Just in case anyone is interested.
- **Ukuleles, Cake Pans, Fishing Poles, Oh My!** While wildly different than Books or DVDs, these non-traditional items still need to be held to some of our common, traditional barcoding standards. For example:
  - *Attach your library's copies to an existing Bib record whenever possible.* So, not "Neenah Ukuleles" but "Ukulele" and attach Neenah Copies, and Wild Rose copies, and whichever library is next. Use the call number to indicate version of Uke—ex Soprano,

- Alto, Tenor. “Jigsaw puzzles” is a good example. Several libraries using same record, used call num to indicate # of pieces, and what picture is.
- *Put useful into the Bib Record.* Description of what the item is, how it could be used (if appropriate), anything that helps patrons and staff know what sort of thing it is. If it is a standardized kit, include the various parts. If there are likely to be different contents on different call numbers, include the various parts in the item record.
  - *Use Item Notes/#of pieces to help circ staff know how to treat the item.* Since most of these items are only circ’ing in their own libraries, one might assume that each library’s staff knows how to circ their library’s weird stuff. However, as new staff come on board or even experienced staff under pressure might forget, the added notes can be helpful.
- **Rokus** – These are just weird enough to get their own bullet point. We will not be adding movie titles to Roku records anymore. Instead, libraries need to create a page on their website which lists all the movies available through their Roku devices with a link back into the catalog. The reason for the change in procedure is that the Roku records get too large and it causes the system to crash.
  - **Favorite Author Club-Handout.** – Friday morning, new things are added to the Favorite Author Club; while the holds are placed automatically, items have to be added manually, as some items need judgement calls as to whether they should be added or not. The main determining factor is information included in the record; the more information added, even to a short record, the more likely the item will be accurately handled.

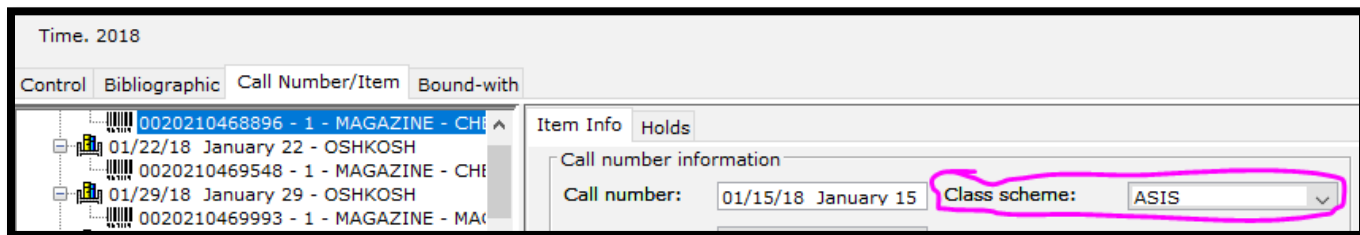
We’ve had a request to add Brandon Sanderson to the list of favorite authors. We can’t keep adding new authors without removing old authors. Right now, every author has at least 4 followers. Suggestions? **See Survey Question #3**

- **Bounced Notices.** When you receive an email from OPL\_TECH, you need to open it, read it, and *completely remove* the email address field for the patron.
  - Do not just add a note to ask patron to update info.
  - Do not backspace over the email address in the field.
  - **Do** go into Modify Patron, Addresses, Click in the Email Field, and then click the red X



- so that the email field is completely removed. Otherwise, you will continue to get those bounced messages forever, your patron will never get their notices, and you create extra work for OPL\_TECH.
- **Notes.** Speaking of Notes. Use the various notes fields—there are patron notes, item notes, bill notes, and hold notes. However, I would like to codify how people enter Notes info—at least for patron, bill, and hold notes. Two reasons to change: 1) so that it is easier to find specific notes; 2) reduce confusion about who wrote what when and where. **See Survey Question #2.**
  - **Winnefox On-Order Copies** – We are going to start shadowing the Winnefox-ON-ORDER copies that OPL tech puts on new DVD records when all the other copies are Local Hold. That way, although they appear in the catalog, patrons can’t put Item Specific Copies on those copies. That should prevent holds from getting “stuck” on those copies.

- **020, 024, 035, 0 My!** The templates for adding short records hasn't been changed since 2004 or so. Since then preferred practice for entering Short Records has changed a bit.
  - **We added 024 field to template.** This is so that more AV materials will display cover art sooner. This is where one puts the UPC or any other non-ISBN number.
  - **020 field.** Still need to put "NONE" in the 020 field when there isn't an ISBN.
  - **035 field.** Is no longer needed, so we removed the field from the template.
- **Magazines – Handout**
  - We need to modify how we enter Magazine records. We need to change the Class Scheme to ASIS—see screenshot below. As a result of one of our last upgrades, the reporting system now inserts a leading "0" into call numbers of items with a Class Scheme of DEWEY (which is pretty much everything). So Magazines with a call num of "01/01/2018" suddenly get included in reports looking for call num range "000-009.999" because the system sees the call num as starting with "001."



- **Teacher Cards** – Are libraries having issues with Teachers abusing their Teacher Cards to checkout adult material or DVDs for personal use? Do we need to change how Teacher Cards function in the ILS?

**12:00-12:45 LUNCH!**

**12:45-1:00 Room Remodel/Musical Chairs!**

**1:00 – 3:00 Workflow Refresher Course**