

YLN LIBRARY NETWORK MANAGER'S MONTHLY REPORT

November 2011

LIBRARY NETWORK MANAGER'S LOWDOWN

The two major issues being worked on this last month have been the creation of an agreement between Yavapai County and the membership of the Yavapai Library Network; and the Symphony upgrade. Chanel has already done a considerable amount of work on the Symphony upgrade. Additional information about the upgrade will be released the first full week of December.

The Executive Committee had their first meeting on the first of December. Rather than wait until the next monthly report, I will provide a synopsis of the meeting now. One of the new topics of discussion was creating a strategic plan for the Network to help determine direction and ensure long-term sustainability. Along with a strategic plan it was proposed that a complementary mission and vision statement to help define the purpose of the Network should be created. All were in agreement this was a necessary step. It was agreed that some sort of survey would be created to gather input from the employees of YLN libraries to help with this process.

The problems with the current Intergovernmental Agreement were also discussed. The likelihood of similar agreement based on an IGA seems unlikely at this point. Michael, Barbara, and myself have been exploring the possibility of creating a contract rather than using an Intergovernmental Agreement. The Executive Committee will be meeting December 8th to discuss the issue further.

The Committee also discussed the possibility of purchasing a Follett-type system for the K-12s to use it that wish to do so. Some other issues were going to be discussed first such as the feasibility of maintaining two systems, the compatibility between Symphony and Follett using a standard such as NCIP or SIP and Z39.50, and the cost of purchasing and maintenance.

The Committee also discussed Arizona State Library statistics and the YLN anticipating the needs of the public a little better in this regard next year. Having all the necessary ILS stats prepared immediately would be helpful.

Respectfully Submitted,



Corey Christians

Library Network Manager



PRIORITIZATION

PRIORITY ONE: RESOLVE CURRENT HELPDESK REQUESTS

PROGRESS: ONGOING

CURRENT STATUS:

Total Requests opened in November: 42

Total Requests closed in November: 80

Total Requests reopened in October: 13

Total Unresolved Requests opened in September: 7 (unanswered)/5 (answered or awaiting customer response)

Total Requests still open and unanswered: 69

Total Requests still open and awaiting customer response: 52

Oldest request: 10/19/2010

NARRATIVE:

Nearly double the amount of help desk requests were closed than were opened. This is attributable to Chanel's hard work and her ability to get up to speed quickly with the Symphony system. We have also split up the remaining tickets between the two of us.

PRIORITY TWO: REWRITE AND REVISE IGA

PROGRESS: EXPLORATION

CURRENT STATUS:

Several scenarios were discussed at the Executive Committee meeting. A more in depth explanation of each of the scenarios will be sent out before the next Executive Committee meeting. A special Executive Committee meeting is going to be held before the Management Committee meeting so the Executive Committee can recommend a plan to address the IGA issue.

PRIORITY THREE: SYMPHONY MAINTENANCE AUDIT

PROGRESS: COMPLETE

CURRENT STATUS:

I verified the items we are paying for in the maintenance bill from SirsiDynix were the items included in the contract with SirsiDynix. I have a few questions that SirsiDynix has to answer regarding some equipment that was not included in the maintenance bill. However, my part of the process is complete.

PRIORITY FOUR: RFID INSTALLATIONS

PROGRESS: YC, PCL, AND SOME YFL LIBRARIES INSTALLED

CURRENT STATUS:

I will be installing an RFID system at CTW in December.



PRIORITY FIVE: DISCARDS/OCLC DELETIONS/OCLC UPDATES

PROGRESS: STALLED

STATUS:

No work was completed last month.

PRIORITY SIX: VUFIND IMPLEMENTATION

PROGRESS: ONGOING

CURRENT STATUS:

Chanel has been working on the versioning system with Tom as well as getting other problems resolved.

PRIORITY SEVEN: SYMPHONY UPGRADE

PROGRESS: ONGOING

UPGRADE DATE: DECEMBER 18TH @ 6:00 PM

STATUS:

Telemessage has been upgraded to the newest version. Further refinement and testing have also occurred on eLibrary. I have been working on a document to explain all of the enhancements and bug fixes that are coming with version 3.4 and the subsequent versions. The upgrade will be implemented on December 18th.

PRIORITY EIGHT: SERVER DISENTANGLEMENT

PROGRESS: PREP COMPLETE

SERVER MOVE DATE: DECEMBER 8TH, 2011 @ 9:00 PM

STATUS:

Preparations are complete. Waiting for move date.

EXPAND TELEMESAGE ACCESS

PROGRESS: NONE

STATUS:

No progress has been made on this issue.

PRIORITY TEN: SIF UPLOADS

PROGRESS: STALLED

STATUS:

No progress has been made on this issue.



NEW PRIORITIES FOR DECEMBER

MISSION/VISION/STRATEGIC PLAN

RATIONALE:

In light of the move from the City to the County the Executive Committee has determined that we need to start looking to the future goals and mission of the Network. Rather than just having the Executive and Management Committee drive the entire process; it was determined that as much input as possible should be included from the member libraries' staff. Research will commence on what could work in December.

PRIORITY LIST FOR DECEMBER

Resolve Current Helpdesk Requests

Rewrite and Revise IGA

RFID Installations

DISCARDS/OCLC Deletions/OCLC Updates

VuFind Implementation

Symphony Upgrade

Server Disentanglement

Telemessage Access

SIF uploads

Mission/Vision/Strategic Plan



STATISTICS FOR NOVEMBER 2011

HOLDS

Holds - November 2011					
Pickup Library	All	CANCELLED	FILLED	BL_NONEED	EXP_ONSHELF
All	29367	3752	23393	4	2218
AJS	64	3	60		1
ASH	144	22	113		9
BAG	255	18	224		13
BCC	398	25	356		17
BMHS	31	8	22		1
CLA	131	17	109	4	1
CON	515	69	426		20
COR	317	24	278		15
CRK	42	1	37		4
CTW	2631	343	2129		159
CVHS	44	8	36		
CVPL	1839	134	1558		147
CVUSD	34	4	25		5
DHL	268	10	252		6
DIAL	19	1	12		6
ERU	173	30	133		10
GMMS	14	2	12		
JER	74		68		6
LES	20		20		
MAY	362	34	305		23
MVS	16	5	11		
ORME	13		12		1
PCL	275	16	221		38
PCT	25		17		8
PHS	111	22	78		11
PMH	53	29	21		3
PPL	9025	1429	6752		844
PPLA	201	23	178		
PPLG	545	64	448		33
PVPL	5257	616	4177		464
SED	2339	284	1924		131
SEL	349	24	293		32
THS	26	6	20		
VBC	245	23	203		19
VER	1103	126	928		49
VOC	1078	143	904		31
WIL	146	18	119		9
WTS	172	58	109		5
YAR	356	24	326		6
YCP	494	59	364		71
YCV	135	10	105		20
YFL	23	15	8		
YLN	5	5			

TRANSITS

Items Transited by Library for November 2011																	
Item Library	All	AJS	ASH	BAG	BCC	BMHS	CLA	CON	COR	CRK	CTW	CVHS	CVPL	CVUSD	DHL	DIAL	ERU
All		59	120	225	361	24	92	376	291	37	1749	47	1476	30	252	12	140
AJS	80		1	5				1			9		15	1	1		1
ASH	185	1		2	4		2	4	3		14		13	1	2		1
BAG	268				9			12	11	2	25	2	22	1	6	1	2
BCC	382	2	4	4		2	2	10	6	1	31	2	34		9		3
BMHS	86		1	2	3			1			9		9		1		
CLA	276		1	4	3			7	12	1	18		17	1	1		1
CON	165		3	3	5		2		2		8		17		2		
COR	170		3	3	7	1		5			18	1	15		2		
CRK	145		1	2	3		2	5			11	1	11	2	3		1
CTW	1745	2	12	9	31	2	14	33	35	6		6	154	1	26	1	10
CVHS	46				1			3	1		4		5		1		1
CVPL	716		4	11	10	1	4	18	12	2	84	2		1	15		2
CVUSD	108	1	1	1	1	1		1	1		9	1	13		3		2
DHL	293	1	3	5	9		1	3	4	1	26		18	1			1
DIAL	4																
ERU	262		2		2		3	2	4		20	1	21		2		
GMMS	64		1					2			6		4	2	1		
JER	234		3	4	3		1	6	4	1	23		14		3		1
LES	74	4	1		3						4		9	1	1		1
MAY	207			3	2		3	8	4	2	17		11		6		2
MVS	17			3							2				2		
ORME	85	1					1			1	9	2	6				2
PCL	278			3	4		1	4	3		15	6	9		1	1	1
PCT	4															1	
PHS	122				2	1		4	1		9	5	3		2		1
PMH	50		1					5	1		4		4				
PPL	3590	19	22	42	94	2	17	72	51	7	481	5	343	8	50	4	35
PPLG	239			3	4		1	7	4		25		22		1		
PPLX	6										0						
PVPL	2614	10	21	33	68	5	12	63	54	9	255		292	5	52	2	23
SED	3185	10	13	30	50	2	13	37	26		263	2	146	3	19		18
SEL	335	1	3	2	4		1	8	13		22		24		4		3
THS	60	1		4	1						7		10		1		1
UNDEFINED	0										0		0				
VBC	104	1	1	2	1		1	1			8		7		2		
VER	796	1	8	17	15	4	3	14	12		98	1	70		7		7
WIL	180	1	5	1	2			1	8		20		13	1	5		4
WTS	32			6							1		2		3		1
YAR	346		2		9	1	1	11	8		34	2	24	1	5		1
YAV	1																
YCP	2754	2	1	10	9	2	4	18	4	4	89	7	54		7		9
YCV	1370	1	2	11	2		3	10	7		71	1	45		6	2	5
YFL	4																
YLN	0																

TRANSITS – CONT.

Items Transited by Library for November 2011																	
Item Library	All	GMMS	JER	LES	MAY	MVS	ORME	PCL	PCT	PHS	PMH	PPL	PPLA	PPLG	PVPL	SED	SEL
All		7	90	28	301	16	15	181	16	94	32	4133	179	503	3012	1382	204
AJS	80	1									1	15	1		14		1
ASH	185				4			1				54	3	3	29	11	1
BAG	268	1			3			2		4		71	2	1	39	16	2
BCC	382		3		10			1		2	1	80	6	6	68	26	6
BMHS	86		1	1	3						1	18		1	10	4	1
CLA	276		6		2			1		2	1	76	3	7	48	12	1
CON	165				7							24	2	7	38	5	4
COR	170				6					3		33	1	3	29	8	2
CRK	145		1		2			1				41	3	4	18	9	
CTW	1745		14	3	36			11	1	10	2	464	15	40	317	136	24
CVHS	46											14			9	1	
CVPL	716		4		11		1	3		5		166	6	13	150	55	9
CVUSD	108		1	2	3	1		1			1	25		1	16	3	1
DHL	293	1	1	1	4			4		1	2	68	3	5	60	21	4
DIAL	4											0		1			
ERU	262		1		3		2	10		2		75	1	5	36	23	1
GMMS	64			4	1					1	1	20			9	2	
JER	234				13			5		1		66	1	5	34	16	3
LES	74					1		2				11			21	1	
MAY	207									2		46		4	43	16	4
MVS	17											2			4	1	
ORME	85			1	4			1		1		23	2	1	11	9	
PCL	278		1		2					2	1	101	2	1	29	47	
PCT	4														1		
PHS	122			2	1		1	1			1	36		1	23	8	
PMH	50											13	3		6	2	
PPL	3590		17	3	50	7	2	23	3	16	7		65	208	864	379	50
PPLG	239			1				1		1	1	87			34	12	5
PPLX	6											2					1
PVPL	2614	1	10	4	38	1	4	17	4	14	4	847	29	53		234	27
SED	3185	2	10	2	43	5	1	34	3	7	3	714	14	53	406		16
SEL	335		2		14					1		91	2	9	66	24	
THS	60				2						1	14			10	3	
UNDEFINED	0											0			0	0	
VBC	104									1		29		6	17	9	
VER	796		1	3	13	1		6		7	1	197	3	18	158	53	16
WIL	180		2		2			1				42	1	3	29	11	2
WTS	32										1	7			6		
YAR	346	1	2		10			1		2	2	81	2	6	72	27	8
YAV	1											1					
YCP	2754		5	1	6		4	38	3	9	1	305	5	16	186	135	6
YCV	1370		8		8			16		1		174	4	22	102	63	9
YFL	4																
YLN	0																

TRANSITS – CONT.

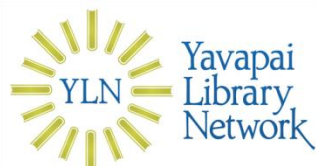
Items Transited by Library for November 2011												
Item Library	All	THS	VBC	VER	VOC	WIL	WTS	YAR	YCP	YCV	YFL	YLN
All		26	224	896	1634	124	112	332	2008	821	19	2
AJS	80			3	1	2	5	1	1			
ASH	185		4	8	13	3	1	1	1	1	0	
BAG	268		4	8	8		2	4	7	1	0	
BCC	382		7	10	18	4	7	8	5	4	0	
BMHS	86		1	8	5	1	2	2	1			
CLA	276		4	7	22	4	2	4	7	1	0	
CON	165		4	8	8	3		9	4		0	
COR	170		3	8	10	1	3	2	2	1	0	
CRK	145		3	8	9			1	3		0	
CTW	1745	2	23	107	116	9	6	30	32	5		
CVHS	46			1	2				3			
CVPL	716	2	12	34	34	4	5	21	8	7		
CVUSD	108			9	3		1	2		3		
DHL	293		5	13	8	1		7	8	3	0	
DIAL	4			2				1				
ERU	262		5	7	16	3		5	6	4		
GMMS	64		1	6			2	1				
JER	234		3	8	11	1		2	2		0	
LES	74	1	1	7	2		3					
MAY	207		6	6	12	1	2	5	2		0	
MVS	17			1			1			1		
ORME	85			5	4				1			
PCL	278		3	7	9	1			12	12		
PCT	4									2		
PHS	122	3	1	3	4			2	2	2	3	
PMH	50	1		9				1				
PPL	3590	9	46	220	151	27	20	67	77	21	4	2
PPLG	239	1		10	6	3	1	4	4	1		
PPLX	6				1			1	1			
PVPL	2614	4	28	145	83	9	23	63	51	17		
SED	3185	1	14	122	958	33	16	37	36	17	6	
SEL	335	1	4	13	10	3	1	4	5		0	
THS	60			5								
UNDEFINED	0											
VBC	104			5	6		2	4	1		0	0
VER	796	1	13		19	6	5	11	6	1		
WIL	180		3	4	9		1	5	2	1	1	
WTS	32			4	1							
YAR	346		4	11	11	2	1		3	1	0	
YAV	1											
YCP	2754		13	32	40	1		17	1700	10	1	
YCV	1370		9	31	23			10	15	705	4	
YFL	4			1	1	2					0	
YLN	0											0

DISCARDS (DELETED ITEMS)

Discard Items November 2011	
Library	Items
All	5313
AJS	1
ASH	115
BAG	75
BCC	66
CLA	3
CON	142
COR	151
CRK	47
CTW	2178
CVPL	57
CVUSD	1
DHL	1
ERU	487
GMMS	2
JER	44
LES	2
MAY	102
MVS	13
ORME	2
PCL	6
PHS	7
PMH	4
PPL	879
PPLG	58
PVPL	193
SED	247
SEL	2
THS	1
VER	39
YAR	104
YCP	240
YCV	19
YFL	23
YLN	2

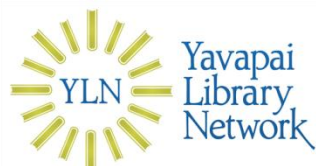
ADDITIONS

Items Added November 2011	
Library	Copies
All	6093
AJS	31
ASH	74
BAG	51
BCC	111
BMHS	152
CLA	95
CON	48
COR	51
CRK	44
CTW	345
CVHS	9
CVPL	261
CVUSD	2
DHL	37
DIAL	9
ERU	55
GMMS	39
JER	3
LES	38
MAY	63
MVS	57
ORME	42
PCL	168
PHS	58
PMH	80
PPL	1090
PPLG	31
PVPL	634
SED	785
SEL	84
THS	1
VBC	184
VER	176
WIL	38
WTS	99
YAR	112
YAV	388
YCP	281
YCV	247
YFL	20



NEW PATRONS (USERS)

New Users November 2011	
Library	Patrons
All	1543
AJS	10
ASH	16
BAG	5
BCC	19
BMHS	6
CLA	8
CON	15
COR	8
CTW	134
CVHS	8
CVPL	51
CVUSD	7
DHL	10
ERU	9
GMMS	7
JER	4
LES	3
MAY	13
MVS	1
ORME	1
PCL	5
PHS	14
PMH	6
PPL	356
PVPL	287
SED	117
SEL	10
VBC	298
VER	30
VOC	1
WIL	3
WTS	11
YAR	11
YCP	46
YCV	13



PATRON BILLS

Patron Bills by Library for November 2011

Library	Number of Bills	Total Amount Billed	Payment Amounts	Patrons with Bills	Delinquent Patrons with Bills	Blocked Patrons with Bills	Barred Patrons with Bills
All	10299	34317.87	33609.98	3156	868	213	22
AJS	31	255.18	255.18	18	2	1	0
ASH	7	47.4	47.4	3	0	0	0
BAG	46	482.4	482.4	10	1	6	0
BCC	17	146.55	143.55	7	4	0	0
BMHS	129	2718.55	2703.35	59	17	5	0
CLA	5	39.99	39.99	2	0	0	0
CON	34	232.39	232.39	11	4	0	0
COR	6	68	68	3	0	0	0
CRK	6	49.9	49.9	3	0	0	0
CTW	1314	1891.41	1778.23	460	137	28	2
CVHS	5	261.9	261.9	3	0	0	0
CVPL	396	1179.94	1109.4	119	35	10	1
CVUSD	10	100.87	100.87	5	2	0	0
DHL	2	1.4	1.4	2	2	0	0
DIAL	14	62.8	62.8	4	1	0	0
ERU	281	981.6	969.15	163	35	8	1
GMMS	62	222.56	218.71	49	1	11	0
JER	42	525.5	525.5	11	2	2	0
LES	10	161.72	161.72	10	4	1	0
MAY	13	176.49	176.49	6	1	1	0
MVS	17	200.56	200.56	14	1	1	1
ORME	23	246.9	246.9	9	5	0	0
PCL	172	1228.72	1222.72	52	14	2	0
PHS	144	601.55	599.85	84	24	2	0
PMH	98	180.71	180.51	73	0	12	0
PPL	2196	7868.62	7643.36	642	156	53	8
PPLA	11	14.75	14.75	2	2	0	0
PPLG	29	60.22	56.42	15	5	0	1
PVPL	1545	5867.01	5737.51	355	106	40	3
SED	2047	3548	3475.64	705	253	17	6
SEL	11	86.7	86.7	5	2	1	0
THS	36	267.8	267.8	7	1	1	0
VBC	23	39.75	34.75	8	5	1	0
VER	562	575.7	572.9	149	41	3	1
VOC	118	94.45	93.15	61	12	1	0
WIL	30	291.15	291.15	5	2	0	0
WTS	14	224.44	206.84	9	2	3	0
YAR	41	271.3	271.3	7	3	0	0
YCP	614	2473.9	2456.65	109	27	9	1
YCV	120	362.09	355.19	31	8	2	0
YFL	4	67	67	1	1	0	0
YLN	14	140	140	14	1	1	0

CIRCULATION*

*Total does not include Library Use Transactions

Circulation by Library for November 2011						
Library	Checkouts	Staff Renewals	Patron Renewals	Use Item	Library Use Transactions	Total
All	155905	12864	19066	4116	15964	192270
AJS	2926	0			740	2926
ASH	655	54	36		137	745
BAG	811	70	56		82	937
BCC	2219	224	68		140	2511
BMHS	446	393	9		8	848
CLA	895	101	59		308	1055
CON	1040	83	42		181	1165
COR	1473	99	27		175	1599
CRK	518	49			63	567
CTW	15228	1547	1313	328	3982	18416
CVHS	238	18	12		9	268
CVPL	7304	752	630		415	8686
CVUSD	2043	151			1649	2194
DHL	1026	84	152		26	1262
DIAL	13	37			0	50
ERU	1158	341	51	106	572	1925
GMMS	465	0	1	91	64	557
JER	818	148	7		51	973
LES	1903	235		234	257	2372
MAY	1654	87	21		113	1762
MVS	930	82		2	14	1014
ORME	89	93	8		3	190
PCL	942	368	155	144	32	1609
PCT	16	1			0	17
PHS	532	39	7		13	578
PMH	678	1		129	229	808
PPL	41535	3434	5598		2192	50567
PPLA	179		6		1	185
PPLG	1031	66	150		60	1247
PVPL	29939	1044	2806	1532	1046	35321
SED	17519	569	1281	624	1170	19993
SEL	1376	55	3		19	1434
THS	3113	0		152	41	3265
VBC	1865	41	72		15	1978
VER	4622	444	736		356	5802
VOC	1634	52	77		31	1763
WIL	613	34	15		2	662
WTS	1701	342	18	89	88	2150
YAR	1908	211	53		120	2172
YCP	2008	493	253	607	998	3403
YCV	821	167	13	78	26	1087
YFL	19	17			428	36
YLN	2	838	5331		108	6171

CHECKINS

Checkins for November 2011		
Library	Total	Change Vs. Previous Year FY July June
All	166806	1.31%
AJS	2868	-3.56%
ASH	684	-21.74%
BAG	799	-5.89%
BCC	2463	-7.48%
BMHS	613	-6.84%
CLA	1357	131.97%
CON	1036	24.82%
COR	1725	34.66%
CRK	537	32.92%
CTW	17761	15.25%
CVHS	247	4.66%
CVPL	8217	3.53%
CVUSD	2294	-16.94%
DHL	1168	43.49%
DIAL	16	
ERU	1604	-15.04%
GMMMS	551	22.17%
JER	745	-2.36%
LES	1937	-9.02%
MAY	1880	-9.35%
MVS	982	-17.69%
ORME	116	-21.62%
PCL	995	-2.36%
PCT	20	-23.08%
PHS	552	-56.36%
PMH	726	-9.59%
PPL	42617	0.21%
PPLA		-100.00%
PPLG	1039	-9.26%
PVPL	31778	-4.16%
SED	17417	6.89%
SEL	1404	-3.37%
THS	3114	-10.85%
VBC	1631	250.00%
VER	5191	18.65%
VOC	2683	12.87%
WIL	614	-13.28%
WTS	1678	-25.32%
YAR	2010	21.08%
YCP	2912	-19.27%
YCV	759	-22.94%
YFL	62	-20.51%
YLN	4	-90.24%

OPAC SEARCHES

OPAC Searches for November 2011						
Library	Number of Searches	Number of Hits	Average Hits Per Search	Sessions with Searches	% of library specific total	Total Extrapolated Searches
AJS	56	6229	111.2321	25	0.195%	197
ASH	66	176837	2679.348	15	0.230%	233
BAG	101	71733	710.2277	31	0.352%	356
BCC	279	209159	749.6738	78	0.972%	983
BMHS	46	456458	9923	18	0.160%	162
CLA	301	28240	93.8206	87	1.049%	1061
CON	322	564831	1754.134	63	1.122%	1135
COR	190	12665	66.65789	46	0.662%	670
CRK	5	216	43.2	2	0.017%	18
CTW	3018	1175253	389.4145	891	10.516%	10637
CVHS	44	5674	128.9545	11	0.153%	155
CVPL	1868	536127	287.0059	525	6.509%	6584
CVUSD	68	6348	93.35294	7	0.237%	240
DHL	267	77743	291.1723	69	0.930%	941
ERU	76	5646	74.28947	16	0.265%	268
JER	65	3012	46.33846	16	0.226%	229
MAY	287	416971	1452.861	66	1.000%	1012
MVS	8	597	74.625	4	0.028%	28
ORME	8	1391	173.875	4	0.028%	28
PCL	82	5695	69.45122	21	0.286%	289
PHS	50	3035	60.7	16	0.174%	176
PMH	10	101	10.1	2	0.035%	35
PPL	9423	2858552	303.359	2803	32.834%	33211
PPLA	21	1306	62.19048	5	0.073%	74
PPLG	348	47480	136.4368	99	1.213%	1227
PVPL	5233	1557970	297.7202	1567	18.234%	18443
SED	3447	1023611	296.9571	1180	12.011%	12149
SEL	263	202286	769.1483	63	0.916%	927
VBC	205	35899	175.1171	53	0.714%	723
VER	1081	170681	157.8918	317	3.767%	3810
VOC	304	58300	191.7763	121	1.059%	1071
WIL	75	11422	152.2933	21	0.261%	264
WTS	327	139835	427.63	127	1.139%	1152
YAR	211	564895	2677.227	60	0.735%	744
YCP	489	28611	58.5092	131	1.704%	1723
YCV	49	30304	618.449	20	0.171%	173
YFL	6	433	72.16667	1	0.021%	21
YLN	72449	30299454	418.2177	30534		
NonYLN	28699	10495546	25680.31	8581		
All	101148	40795000	403.3199	39056	100.000%	101148