



Director's Report October, 2020

ILS Update

Staff have been busy working on reopening issues including ongoing adjustments to circulation policies, adjustments to notices, re-extending due dates and cards as requested for individual libraries, and posting info for public and for libraries. We are also researching and testing files for loading student digital records.

Patron Point

Members were very impressed about the capabilities of the Patron Point proposal and voted at the Membership meeting to move forward. In your packet is the full proposal which is for \$35,000 in the first year and \$30,000 in years 2 and 3 (with a 60 day out clause should either side wish to cancel). I have requested language to be added to the contract regarding compliance with the NJ Library Confidentiality law and am awaiting confirmation they will do this.

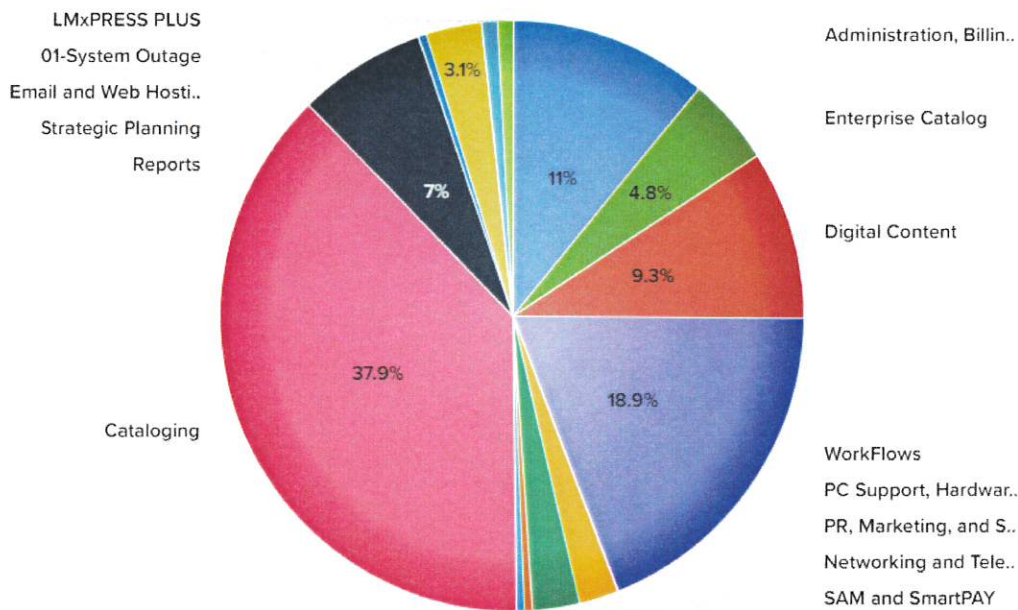
In addition to the annual cost there are per unit costs for use of the address validation and SMS features. See below for estimates of what we would have paid if we had used address verification on new patron card in 2019 as well as the cost if we had used the service for the online registrations we received in 2020.

Cards Added in 2019	Cost	Digital Cards Added in 2020	Cost
22,751	\$6,825.30	3,031	\$909

I have confirmed with Patron Point that we will be able to run reports that will tell us how many transactions, allocated by library, happen through address verification and SMS messaging. This will allow us to bill each library for their address verification and SMS activity. Given that I recommend that the Board authorize me to sign the agreement with Patron Point and that LMxAC build the annual costs into our budget and bill back libraries for their transactional costs related to use of address verification and SMS messaging.

Activity Report:

Monthly Ticket Reprt (227)



Department Name

- Administration, Billing and Purchases (25) Enterprise Catalog (11) Digital Content (21)
- WorkFlows (43) PC Support, Hardware and Software (5) PR, Marketing, and Social Media (6)
- Networking and Telecom Support (1) SAM and SmartPAY (1) Cataloging (86) Reports (16)
- Strategic Planning (1) Email and Web Hosting (7) 01-System Outage (2) LMxPRESS PLUS (2)

Consortium Statistics this month:

New items added	17321
Bib records added by LMxAC	14
New bib records added	3700
New user records added	2856
Brief records upgraded to full MARC	403
Duplicate records merged	139
API reports and transactions	7
Authority records added	0
Authority records modified	0
RBdigital Mag new users/checkouts	47/7424
SMS Hold/Overdue/bill notices	4130/-/-
App Usage –new devices/uses	198/10628
Titles/Items created by LMXSUPER	1685/5010

Respectfully Submitted,

Eileen M. Palmer
Executive Director