



## **Director's Report March, 2020**

### **System Upgrades**

Our upgrade to Symphony 3.7.0 is scheduled for April 26 – threading a very fine needle to allow the upgrade to happen between the Cranbury and Highland Park migrations. Enterprise upgrade to 5.0.2 is available when we're ready but has not yet been scheduled. Web services upgrade for 6.0 to 6.1.0 should be available by end of March, we are watching closely so we can schedule it as soon as we can.

### **Patron Point**

Jonathan continues to encourage libraries to use Patron Point; often these efforts extend to one-on-one sessions with staff or directors, as we assumed it would since this product requires some set up to be effective. He is also creating training content for the product and posting recorded sessions on our website. A number of libraries still need dns records to make the product work as expected. East Brunswick is interested in using verify to do patron renewals, two or three others are also interested in going to this level, but thus far nobody has actually made the jump. And we've not yet seen libraries start to do campaigns yet, such as a welcome new patron campaign. But we think that will come as comfort with the product increases. I'm thinking of asking our early adopters to speak to the membership at the June Membership meeting about their use of Patron Point.

### **Cranbury and Highland Park Migration**

Cranbury and Highland Park migrations are moving along simultaneously, with Cranbury taking precedence but data extracts/analysis and policy creation being done for Highland Park during the same period. Christy has weekly calls with the project manager at Sirsi and things are going smoothly so far.

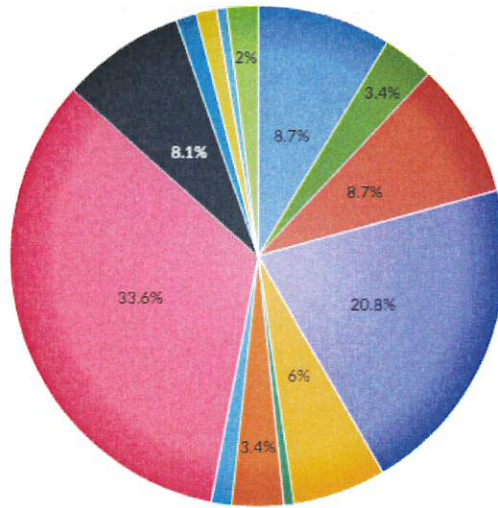
### **Firewall reports**

Mike has worked with South River, Carteret and Plainsboro to set up weekly reports from our GMS (firewall management software) on their individual firewall activity. We are pleased to see some libraries request these and will be reminding other libraries of the availability of these reports.

**Activity Report:**

Monthly Ticket Reprt (149)

Administration, Billi..  
LMxPRESS PLUS  
01-System Outage  
Email and Web Host..  
Reports



Generic Requests  
Enterprise Catalog  
Digital Content  
WorkFlows  
PC Support, Hardwa..  
Patron Point, Market..  
Networking and Tele..

Department Name

- Generic Requests (13)
- Enterprise Catalog (5)
- Digital Content (13)
- WorkFlows (31)
- PC Support, Hardware and Software (9)
- Patron Point, Marketing, and Social Media (1)
- Networking and Telecom Support (5)
- SAM and SmartPAY (2)
- Cataloging (50)
- Reports (12)
- Email and Web Hosting (2)

**February Statistics**

New items added	14125
Bib records added by LMxAC	6
New bib records added	3570
New user records added	1081
Brief records upgraded to full MARC	319
Duplicate records merged	118
API reports and transactions	6
Authority records added	0
Authority records modified	2
RBdigital Mag new users/checkouts	14/7855
SMS Hold/Overdue/bill notices	3663/404/-
App Usage –new devices/uses	135/11116
Titles/Items created by LMXSUPER vendor ON-ORDER	1149/4445

Respectfully Submitted,

Eileen M. Palmer  
Executive Director