



Director's Report November 2022

Scotch Plains and Fanwood Migration

Scotch Plains and Fanwood went live in the system on November 2. Scotch Plains was open to the public by 1pm that day. Fanwood chose to open to the public on November 9th, as they had also just moved to their temporary location at the town's Historic Train Station. Margaret Caldwell at Sirsi proposed a plan whereby the items they were NOT taking to their temporary location would be charged to a user called FANSTORAGE, and everything else would be taken to the train station. We were trying to avoid moving circulating items to a new location because we didn't want them to lose that data piece when they were moving back into permanent digs. What we didn't learn until after go-live was that there was a satellite trailer at the train station, to retain the overflow of what couldn't fit in the station itself. Christy proposed that we copy the locations of their temporary collection to a new item cat5, and then create two new locations, STATION and TRAILER. The staff will need to manage the materials between these two locations, but they have the training and the tools and everyone comprehends the process. Overall the migration process went very well. Christy and her staff did a great job managing this complex migration project.

Hoopla

An internal audit of the actual revenues and expenses incurred by our members for Hoopla supplemental spending has indicated that the Hoopla Roll Over calculations we have relied on when reporting member Hoopla activity is inaccurate. Elisa and I reviewed all Hoopla supplemental revenues since 2020 and compared them to actual Hoopla expenditures to identify excess Hoopla funds which belong to member libraries. We have re-vamped the accounting procedures we use for Hoopla supplemental expenditures and will no longer rely on roll over reporting from Hoopla. I have asked our auditor to restate our audit number to formally account for the Hoopla funds we are holding on behalf of our members. In January we will provide each affected member with a statement of the supplemental Hoopla funds we have on account for them and offer them three options: a refund; cessation of quarterly Hoopla invoices until their balance is spent; and/or changes to their Hoopla loan policies that would allow them to spend down their balances.

SonicWall Installations

SonicWall installations have been completed. Thanks to Mike for doing such a great job of managing this project!

Personal Comments

One of the true pleasures of my job these last 16 years has been working with this Board. When I arrived at LMxAC, the Board asked me to find ways to bring more members into the Board. We worked together to make some changes to the Bylaws that encouraged more participation and I think we managed to assure institutional continuity while creating paths to engagement for more LMxAC members. I've lost count of the number of people and libraries represented on the 17 Boards I have worked with but I do know that each was dedicated to the best for LMxAC and was a joy to work with.

LMxAC members make working here extremely rewarding. I have been inspired by the innovation I see among our member libraries, the dedication of all staff, and the commitment to public service so often a part of our conversations. Our members do the important work of our profession – I hope that we have made that work easier and made more innovations possible for all of our members.

LMxAC staff is loyal, dedicated, skilled, and great fun to work with. It's been an honor to lead this group of people. I leave you a staff of, collectively, 108 years of experience working at LMxAC. They represent a deep well of talent that has always been focused on how to best serve the membership.

Thank you to the all the Board members, member library staff, and, especially, my colleagues at LMxAC for an extraordinary 16 years. I am so grateful to you all.

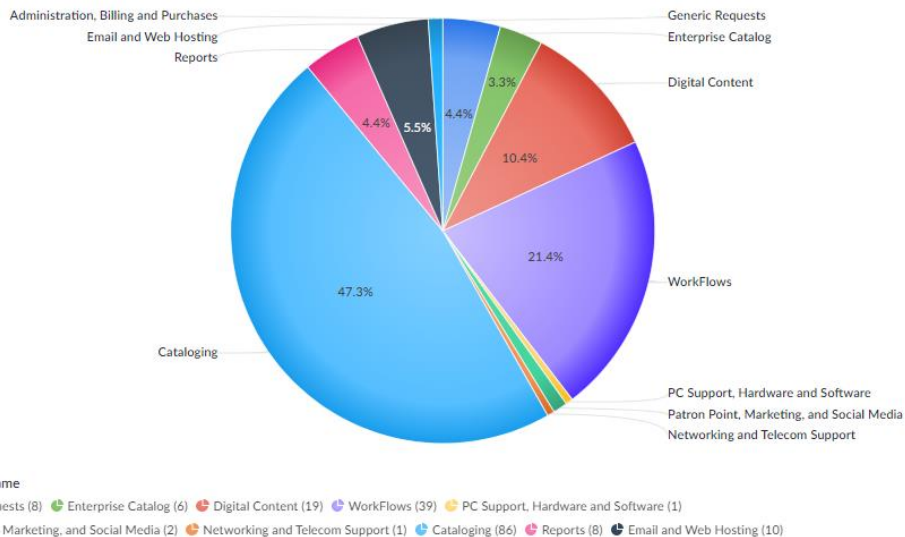
Respectfully Submitted,

Eileen M. Palmer
Executive Director

Activity Report:

November Help Desk Tickets

Monthly Ticket Reprt (182)



Consortium Statistics November 2022:

New items added	17427
Bib records added by LMxAC	7
New bib records added	3588
New user records added	3582
Brief records upgraded to full MARC	175
Duplicate records merged	1026
Original catalog records	14
API reports and transactions	6
Authority records added	1
Authority records modified	3
SMS Hold/Overdue/bill notices	3480/1632/-
App Usage – new devices/uses	785/26206
Titles/Items created by LMXSUPER vendor ON-ORDER	1811/6857

Syndetics:

- Syndetics Unbound enriched 29,855 (96%) out of 30,825 pages loaded with identifiers.
- Syndetics Unbound enriched 2,997 pages with no identifiers (e.g. ISBN, etc.).
- 8,887,882 covers were loaded
- Patrons have interacted with Syndetics Unbound 9,215 times.
(Interactions include: hovering on covers to read summaries, clicking "read more" to expand text, opening lightboxes, clicking within lightboxes, and clicking on "Check Availability.")
- Patrons have seen our Librarian Recommends: Lists 232 times.

Display widgets:

- Patrons have seen our external display widgets 4,914 times, and interacted with them 582 times.

List Display widgets:

- Patrons have seen our Librarian Recommends: Lists widgets 83 times, and interacted with them 17 times.