



Director's Report March 2023

Member Library Visits:

Visits have been going well, and to date I have met with Directors at the following libraries: Fanwood, Edison, Middlesex College, Clark, Springfield, Westfield, Plainfield, South Plainfield, Roselle Park, Piscataway, Scotch Plains, Roselle, Matawan, Keyport and Monroe. Dependent on scheduling, I plan to finish this first round of visits in mid-April. Feedback from these visits has shown interest in offering additional managed services to member libraries who may want to opt-in and revealed mixed impressions of our current ILS product. I look forward to meeting the remaining Directors soon.

SymphonyWeb:

SirsiDynix has been working on getting SymphonyWeb implemented, and we hope it will be available for use within the next week. SymphonyWeb requires unique logons for each user unlike shared logins that we currently use, sparking the discussing of potentially changing all accounts to unique logons (one username per staff member) in the future.

Library Onboarding:

Westfield's migration schedule has been solidified with a May 18th go-live date. Christy has been working through data migration planning with SirsiDynix to avoid duplicate patron records from MURAL coming through. The current schedule for Clark's go-live places them towards the end of September, and we're looking forward to having these two new members!

Automatic Renewal HTML notices:

Jonathan successfully tested the Automatic Renewal HTML notices report and has started creating custom notices for the member libraries.

Faronics Renewal:

Elisa has been reaching out to member libraries that obtain Faronics Deep Freeze, Winselect, and Antivirus licensing through LMxAC to confirm PC counts for the renewal. From initial feedback from some libraries, there may be benefits to migrating our license to the Faronics Cloud version for simpler management without requiring a server. It also may make the product more desirable for other members not currently using Faronics.

Bookmobile at Edison:

We assisted Edison in getting their Bookmobile up and running by purchasing the necessary Jet packs and contracts with Verizon for cellular internet services. They will be using SymphonyWeb on the Bookmobile.

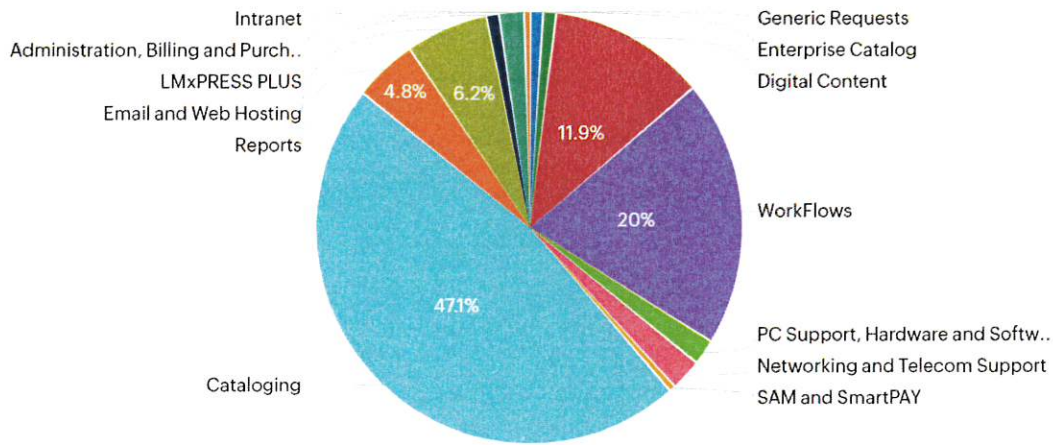
COSUGI Conference:

This year's COSUGI (Customers of SirsiDynix User's Group Inc.) conference will be a virtual event held from April 25th-April 27th. The user group conferences are valuable opportunities to discuss concerns with the vendor directly, get new ideas, stay informed on product development and network with other likeminded customers. This year, Christy, Mei, Jonathan and I will be attending.

Activity Report:

February Help Desk Tickets:

Monthly Ticket Report (210)



Department Name

- Generic Requests (2)
- Enterprise Catalog (2)
- Digital Content (25)
- WorkFlows (42)
- PC Support, Hardware and Software (4)
- Networking and Telecom Support (5)
- SAM and SmartPAY (1)
- Cataloging (99)
- Reports (10)
- Email and Web Hosting (13)
- LMxPRESS PLUS (2)
- Administration, Billing and Purchases (4)
- Intranet (1)

Consortium Statistics February 2023:

New items added	16611
Bib records added by LMxAC <i>no longer relevant?</i>	8
New bib records added	3117
New user records added	4769
Brief records upgraded to full MARC	384
Duplicate records merged	671
Original catalog records	6
API reports and transactions	6
Authority records added	1
Authority records modified	1
SMS Hold/Overdue/bill notices	3497/1393/-
App Usage – new devices/uses	703/28946
Titles/Items created by LMXSUPER vendor ON-ORDER	1695/6155

Patron Point:

	October	November	December	January	February
Active Members	13	10	7	9	10
Total Emails Sent	475,848	761,691	662,240	772,009	654,705

Email Type	Category	Avg_Count	Avg_Open%	Avg_Click%	Avg_Unsub%	Avg_Bounce%
Blast	1-Micro	200	44.42%	35.62%	6.48%	0.96%
	2-Small	3,098	42.05%	0.95%	0.27%	0.14%
	3-Medium	19,792	34.48%	1.10%	0.10%	0.04%

	4-Large	27,848	35.53%	1.20%	0.19%	0.00%
Blast Total		13,112	37.75%	7.68%	1.35%	0.23%
eCard	1-Micro	7	57.10%	0.00%	0.00%	0.00%
	Email 1	165	37.98%	0.57%	0.00%	0.03%
	Email 2	6	49.34%	2.00%	0.00%	0.00%
eCard Total		96	43.92%	0.94%	0.00%	0.02%
Events	1-Micro	79	55.28%	656.83%	68.01%	1.22%
	2-Small	3,530	42.32%	0.99%	0.33%	0.19%
	3-Medium	18,941	36.79%	1.17%	0.07%	0.02%
	4-Large	27,281	41.20%	1.20%	0.13%	0.08%
Events Total		15,983	39.30%	76.81%	7.93%	0.17%
News	1-Micro	493	29.01%	112.57%	12.51%	0.56%
	2-Small	2,398	40.71%	1.11%	0.24%	0.25%
	3-Medium	14,621	20.87%	1.24%	0.16%	0.06%
	4-Large	25,529	23.14%	2.06%	0.62%	0.27%
News Total		9,440	25.42%	32.45%	3.64%	0.23%
Renew	1-Micro	84	49.94%	6.99%	0.08%	0.08%
	EM-1	66	56.83%	7.88%	2.78%	3.12%
	EM-2	74	55.80%	7.93%	0.00%	0.00%
	EM-3	144	45.10%	10.40%	0.00%	0.00%
	Email 1	306	54.65%	5.28%	0.27%	0.07%
	Email 2	98	54.10%	8.94%	0.14%	0.00%
	Email 3	93	50.26%	10.48%	0.69%	0.00%
Renew Total		176	53.04%	7.13%	0.40%	0.24%
Staff Comm	1-Micro	13	53.03%	5.55%	0.00%	0.00%
	3-Medium	10,126	11.40%	1.60%	0.15%	0.06%
Staff Comm Total		2,036	44.70%	4.76%	0.03%	0.01%
StaffComm	1-Micro	8	100.00%	0.00%	0.00%	0.00%
StaffComm Total		8	100.00%	0.00%	0.00%	0.00%
Survey	1-Micro	53	50.90%	43.40%	1.89%	0.00%
Survey Total		53	50.90%	43.40%	1.89%	0.00%
Test	1-Micro	6	66.65%	16.70%	0.00%	0.00%
Test Total		6	66.65%	16.70%	0.00%	0.00%
Welcome	1-Micro	38	69.68%	41.82%	0.00%	0.00%
	EM-1	2	100.00%	0.00%	0.00%	0.00%
	EM-2	2	100.00%	0.00%	0.00%	0.00%

	Email 1	38	57.80%	18.27%	7.89%	0.13%
	Email 2	34	60.61%	8.19%	0.00%	0.00%
Welcome Total		35	63.63%	18.08%	3.21%	0.05%
Winback	3-Medium	5,018	47.40%	3.10%	0.56%	0.10%
Winback Total		5,018	47.40%	3.10%	0.56%	0.10%
Grand Total		10,804	35.88%	26.55%	3.07%	0.21%

Syndetics:

- Syndetics Unbound enriched 32,185 (97%) out of 33,111 pages loaded with identifiers.
- Syndetics Unbound enriched 3,158 pages with no identifiers (e.g. ISBN, etc.).
- 8,850,524 covers were loaded
- Patrons have interacted with Syndetics Unbound 8,516 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 2,358 times.

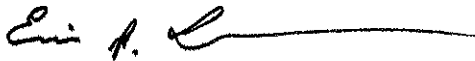
Display widgets:

- Patrons have seen our external display widgets 58 times, and interacted with them 302 times.

List Display widgets:

- Patrons have seen our Librarian Recommends: Lists widgets 36 times, and interacted with them 7 times.

Respectfully Submitted,



Eric P. Lozauskas
Executive Director