



Director's Report June 2024

Innovative Migration:

We are now live on Polaris. Our office staff along with Innovative worked diligently to migrate over 51 branch locations, 1M+ bibliographic records, 3.5M+ item records, 586k+ patron records, 22k+ patron holds, and the configuration of settings to make the system function efficiently. The go-live day started off with just a few libraries unable to connect to Leap due to an IP whitelist problem that was quickly resolved. Any minor permissions problems were fixed and by the afternoon most libraries were working through their Picklist processing.

With our version of Vega Discover (similar to NYPL's version), we do not currently have the ability to select a pickup option when selecting the pickup library. This affects Red Bank, East Brunswick and Scotch Plains for their Lockers. Innovative initially proposed a solution of patrons calling the library to have staff place their requests if they wanted locker pickup – an idea I didn't want to suggest. I was able to come up with a better workaround that Innovative agreed to help create. These three libraries have been set up with a patron record set called "<library name> Locker Patrons". If a patron wants all of their holds to be picked up in a locker, all the patron has to do is let the library know, and then the library can place that patron's barcode in their record set. The system will automatically update all holds requests going forward to be for locker pickup at those locations for those particular patrons. The built-in locker pickup option will be a feature in Vega Discover in the next quarter.

Notifications went live on June 14th (Friday), and the Innovative Phone Alerts was turned on at that time. Our old iTiva incoming number has been set to forward to this new phone alert system for patrons who like to call in to renew their items or check statuses. Delivery has resumed, and items are flowing through the system properly.

There are far too many items to mention, but we reconfigured many systems that connect to the ILS to minimize disruption (ex: SmartPay, Comprise SAM, OverDrive, Hoopla, etc.) Our office staff assisted many libraries with their self-check machine reconfigurations, and made sure that RFID scanning was working properly.

We are now in a clean-up phase of the project where we are revising any circulation rules or item mappings that may be incorrect. We will have access to SirsiDynix Symphony during this overlap which helps us easily correct anything we find that may not have migrated correctly. Any problems that prohibit patrons from checking material out is being corrected as our first priority, followed by any circulation policies that may be incorrect for loan periods, etc.

Having our project manager, Ann Lorish from Innovative, on-site from Wednesday through Friday during the go-live was extremely helpful. She was able to help quickly make changes as we went to minimize disruption of service.

Library App: Although we planned to have the new library app launch coincide with our go-live, Innovative/SOLUS failed to submit it in time for the Apple App Store approval process. Normally this process is quite quick for simple changes, but because the name and icon are changing it had to go through a longer process. I quickly escalated the problem to the Director of SOLUS, and we were able to quickly have our current LMxPress Plus app fully directing to Polaris so that patrons can log in, search, place holds and more. On Saturday, the STELLA app became live, and anyone with the LMxPress Plus app was automatically updated. In the next few weeks, minor revisions to the app will be released giving each member library their custom logo and options for their patrons. The app has a new modern look and will allow patrons to reserve rooms, and sign up for events once we set up Vega Program.

New Members: Garwood, Hillside, Rahway and Union are all live! They won't be fulfilling hold requests for the first week or two giving them time to get settled as a member. We shipped them welcome signs and gift baskets for their launch from the STELLA office and board, and they've sent along their thanks and appreciation.

Name Change:

Documents were filed with the state and a letter was sent informing the IRS of our name change. We are officially registered as "Sharing and Technology Enhancing Local Library Access, a New Jersey Non-Profit Corporation". We have also filed an Alternate Name of "STELLA" which we can use as our abbreviation/shortened identification for branding, marketing and other identifying purposes. The alternate needs to be renewed every 5 years and is a quick process and nominal fee.

Posters were created for both the name change and catalog launch, along with STELLA window stickers and "Ask me about our new catalog" buttons. These were distributed to libraries regionally selected as "pickup areas" for members to easily grab their PR bundles for go-live day. A page was created with branding

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guidelines on the staff intranet, and this was shared with the membership. On this page, various forms of our logo can be found for use by individual libraries on their websites, library cards and more.

We'll be getting quotes on printing bookmarks with the new STELLA brand soon.

Group Purchase of PCs and Monitors:

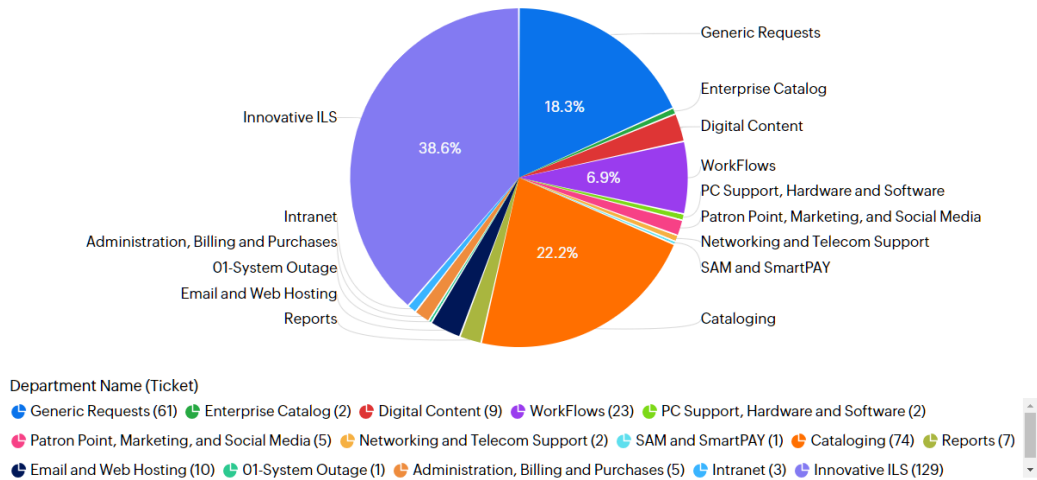
All of these have arrived and libraries have started picking them up from our office. We've billed libraries for their orders.

Audit and IRS Documents:

We provided the auditor everything he needed to prepare the tax forms. The 990 has been prepared and filed. We reached out to ask when we can expect the audit to be completed.

May Help Desk Tickets:

Monthly Ticket Report (334)



Respectfully Submitted,

Eric P. Lozauskas
Executive Director