



SEO Service Center

SEO Consortium User's Group Meeting,

May 17th, 2023

Agenda

10:00 – 10:10 Opening, John Stewart, SEO Director of Operations and Technology
10:10 – 10:40 OPLIN Security Services, Jessica Dooley, Technology Project Manager
10:40 – 11:10 Enterprise and eResource Central (eRC) Product updates, Adam Viator, SirsiDynix, Discovery Product Manager
11:10 – 11:40 Ohio Digital Library and Overdrive, Anne Kennedy, ODL Project Manager
11:40 – 12:05 Ohio Summer Library Program, Janet Ingraham Dwyer
12:05 – 1:05 - LUNCH
1:05 – 1:40 Symphony Product Updates, Shawn Andary, SirsiDynix, Symphony Product Manager
1:40 – 2:00 Syndetics Unbound, Paula Clark, SEO Library Services and ILL Coordinator
2:00 – 3:00 SEO Deliverables and Product Updates, Jay Miley, SEO Customer Service and Library System Manager; Don Winland, SEO Infrastructure and Security Specialist; Michael Postlethwait, SEO Applications and Integrations Specialist

Core Technology Partners and Trusted Third-Party Vendors



Partner Presenters



Adam Viator
Discovery Product Manager



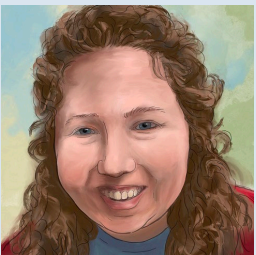
Shawn Andary
Symphony Product Manager



Anne Kennedy
Ohio Digital Library Project
Lead



Janet Ingraham Dwyer
Library Consultant – Youth Services



Jessica Dooley
OPLIN Technology Project
Manager

SEO Team



John Stewart
Director of Operations &
Technology



Jay Miley
Customer Service &
Library System Manager



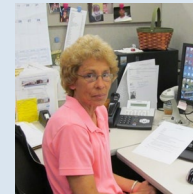
Janice Bond
Administrative Services &
Billing Professional



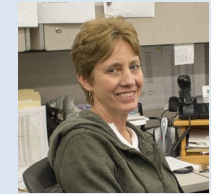
Nicole Brown
Library Services &
Migrations Coordinator



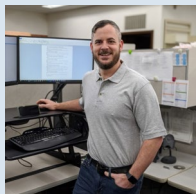
Paula Clark
Library Services & Interlibrary
Loan Coordinator



Rebecca Hill
Library Services & Catalog
Maintenance Coordinator



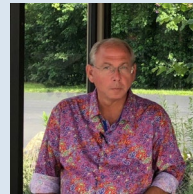
Brenda Michel
Library Services &
Migrations Coordinator



Michael Postlethwait
Application &
Integrations Specialist



Jamie Price
Delivery Services &
Facilities Coordinator



Don Winland
Infrastructure &
Security Specialist



Misty Wycarver
Learning &
Development Coordinator

OPLIN Security Services



Jessica Dooley, OPLIN

Technology Project Manager



Enterprise and eResource Central (eRC) Product updates



Adam Viator, SirsiDynix

Discovery Product Manager



SirsiDynix

Ohio Digital Library and Overdrive



Anne Kennedy, State Library of Ohio
ODL Project Manager



Ohio Summer Library Program



Janet Ingraham Dwyer, State Library of Ohio
Library Consultant – Youth Services



Symphony Product Updates



Shawn Andary, SirsiDynix
Symphony Product Manager



SirsiDynix

Syndetics Unbound



Paula Clark, SEO

Library Services & Interlibrary Loan Coordinator



Syndetics Unbound

Widget form to
update or create
widget

Any item w/ISBN
or UPC can be
added to widgets

NO cost from
SEO to add or
update widgets



Syndetics Unbound Widget Stats



Active widgets – 120

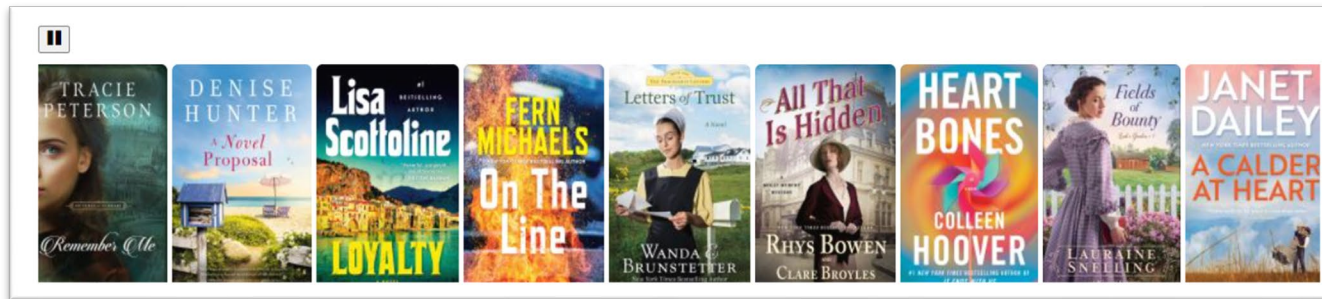
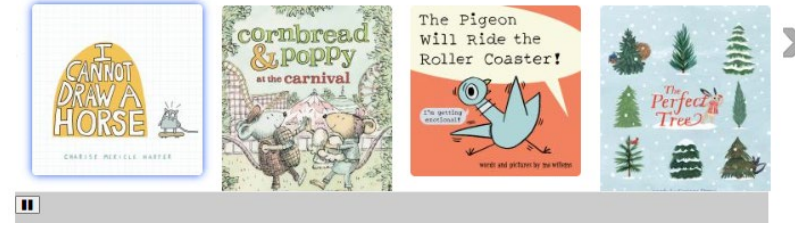


Widgets updated in April – 60



Patron engagement with widgets – 4000

Widget Examples



ILS Deliverables



Jay Miley, SEO

Customer Service & Library System Manager



Lexile and Accelerated Reading Indexes



Lexile already exists in WorkFlows



Accelerated Reading
& interest levels are not

Add to the index May 29



General Keyword Search

Lexile example: 490{lexile}

AR example: 3.4{readprog} | Grades 5-8{readprog}

Item Search (F2) x

Item Search (F2)

Search for: 7.6{readprog}

Index: General

Library: ALL

Current:

KEYWORD General 7.6{readprog}, ALL: 12 records

Title

World War II in the Pacific : remember Pearl Harbor
Rescues! : ten dramatic stories of life-saving heroics
Extreme scientists : exploring nature's mysteries from perilous places
Wild cats : past & present

Description Call Number/Item

Leader am a0p
key ocm29360726
Data source DYNIX
Date/time stamp 20070630220600.0
Fixed field data 930923s1994 njuab j b 001 0 eng
LCCN 93033623
ISBN 0894905244 (lib. ed.)
Local system # (Sirsi) 331723
Cataloging Source DLC DLC SLC WaOLN OCoLC
Geographic Area Code p-----
Local holdings [J]osjb
LC Call Number D769 .S74 1994
Local Dewey call num 940.542 St
Author [Stein, R. Conrad](#)
Title [World War II in the Pacific : remember Pearl Harbor / R. Conrad Stein.](#)
Publication info Hillside, N.J., U.S.A. : Enslow Publishers, c1994.
Description 128 p. : ill., maps ; 24 cm.
Series Statement [\(American war series\)](#)
Bibliography note Includes bibliographical references (p. 123-124) and index.
Summary The people and events of the Pacific war, including the historic carrier-b
Study program info Accelerated Reader Grades 5-8Level=7.6Points=3 SD Quiz 16140 English

Item Search (F2) x

Item Search (F2)

Search for: 560{lexile}

Index: General

Library: ALL

Current:

KEYWORD General 560{lexile}, ALL: 2132 records

Title

Sitting shiva
Pecos Bill, colossal cowboy
Invasion of the road weenies : and other warped and creepy tales
Three times lucky

Description Call Number/Item

Description 32 unnumbered pages : color illustrations ; 28 cm
336 text txt rdacontent
336 still image sti rdacontent
337 unmediated n rdamedia
338 volume nc rdacARRIER
Notes "Edited by Liz Kemp"--Colophon.
Summary "In this gorgeously illustrated, deeply moving picture book
Audience AD 560 L Lexile
Other forms Issued also in electronic formats.
Held by CHI CHN DPL FIN LNE WAY KAU

CatExpress Sunset



Replacement: WorldShare Record Manager



Training during December Open Office Hour



Go live: January 1, 2024

Record Manager

Search

Scope: All WorldCat

Index: Keyword

Term(s): safe haven

Search Clear Advanced Search Close All Tabs

Search: Keyword = safe haven (All WorldCat)

Search: ISBN = 9780345414373 (All W...

View MARC 39269580

Export Lists User Preferences

Request ID(s) MPL-EDJN-EU8 ET7-TUPQ-QTX BRD-8FN7-C7K Copy Request ID(s)

My Labels

My Files

Search: Keyword = safe haven (All WorldCat)

Hide Facets

Language of Cataloging

- English 18853 German 927 French 398 Danish 223 Dutch 145

Show More

Format

- Book 12567 Print Book 6058 eBook 5084 Thesis/Dissertation 633 Large Print 463 Microform 277 Audiobook 3792 CD 2095 eAudiobook 1265 Cassette 66 LP 1 Video 1703 DVD 962 eVideo 265 Blu-ray 153 VHS 111 Film 28 Archival Material 1491

View Condensed Search Results

Results 1 - 10 of 21036 (only first 5000 available.)

Rows 10 1 2 3 4 5

Sort by Relevance

Table with 3 columns: Record Title/Description, Format, and WorldCat Holdings. Includes records for 'Safe place', 'Haven ; Home Safe', and 'Safe haven' by Patricia J. MacDonald.

Print

Text View

WorldCat Holding ▾

Send to ▾

Set Holding and Export

Add Local Data



OCLC Number: 1052873106

WorldCat Holdings

Print book

My Library: Held[Other Libraries: 470](#)

?	LDR			cam i
?	001			1052873106
?	005			20220805110446.7
?	008			180921t20192018enk 000 1 eng d
?	040			YDX \$b eng \$e rda \$c YDX \$d UKMGB \$d OCLCO \$d OCLCF \$d NZAUC \$d JBU \$d TDS \$d TH8 \$d IUK \$d FWP \$d OCLCO \$d UAP \$d JBO \$d FNN \$d CGP \$d OCLCO \$d JP3 \$d OE8 \$d JX7 \$d OCP \$d OCLCO \$d FMG \$d JSY \$d OF9 \$d OCLCO \$d ZQP \$d LKC \$d ORX \$d DYJ \$d WSD \$d DV1 \$d OCLCO \$d FEM \$d OCLCO \$d B@L \$d OCLCO \$d CG4 \$d YDX \$d OCLCO \$d W8A \$d OCLCO \$d SVZ \$d SOM \$d OCLCO \$d O2C \$d OCLCO \$d OCL \$d HOT \$d OCLCO \$d OCLCO \$d OCL
?	015			GBB8H1529 \$2 bnb
?	016	7		019054772 \$2 Uk
?	019			1078551578
?	020			9780727888488 \$q (hardcover)
?	020			072788848X \$q (hardcover)
?	020			9781847519726 \$q (trade paperback)
?	020			1847519725 \$q (trade paperback)
?	020			\$z 9781448301812 \$q (e-book)
?	020			9780727829870
?	020			0727829874
?	043			n-us-pa
?	050	1	4	PS3563.A287 \$b S24 2018
?	082	0	4	813.6 \$2 23
?	090			\$b
?	049			SRBA

WorkFlows 4.1



Sort item-level holding list
by consortium group



Blank web browser screen
when viewing XML reports



Patron address in user
search results



Item glossary for Item IDs in
Manage Hold Shelf wizard

Symphony Security Changes



Named Users



Masked PINs



PIN Policies

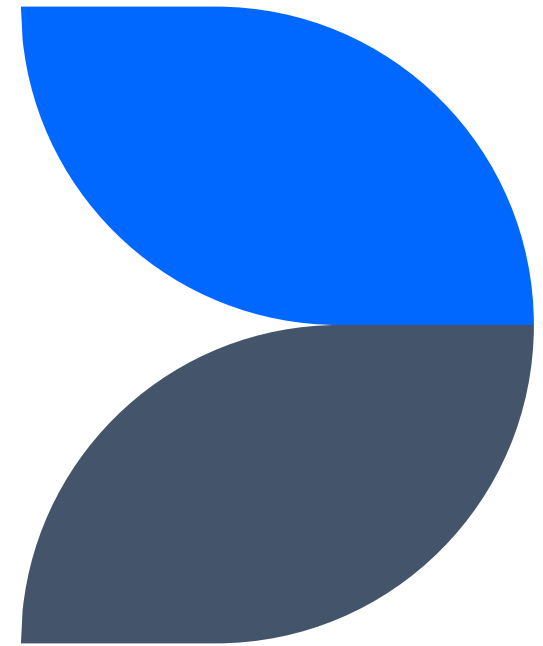


PIN Retention
Policies



Patron Point

Marketing



Phase 2



Two Instances

Service population less than 10,000
greater than 10,000



SEO Team trained in April



Training for service population > 10,000 in May



SEO team will work individually with the group < 10,000



Security Updates



Don Winland, SEO

Infrastructure & Security Specialist



Focus On Security



Record year for
computer network
compromises



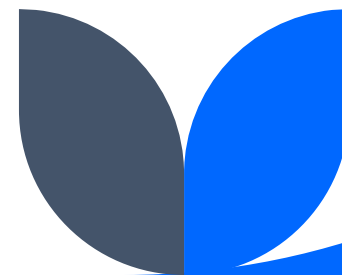
Baker & Taylor – City
of Dallas – Oakland –
PaperCut – SirsiDynix



Thanks for reporting
security incidents to
SEO



Send Out Security
Updates & Newsletter



Steps SEO is Taking for Security

Web Services Unlimited License

Lock down of SIP authentication

Upgrade of our infrastructure and security hardware

New Palo Alto Firewall – IPS

Encrypt traffic- Segmentation of traffic based on Security

What does this mean for Your Library?

New URLs for Workflows

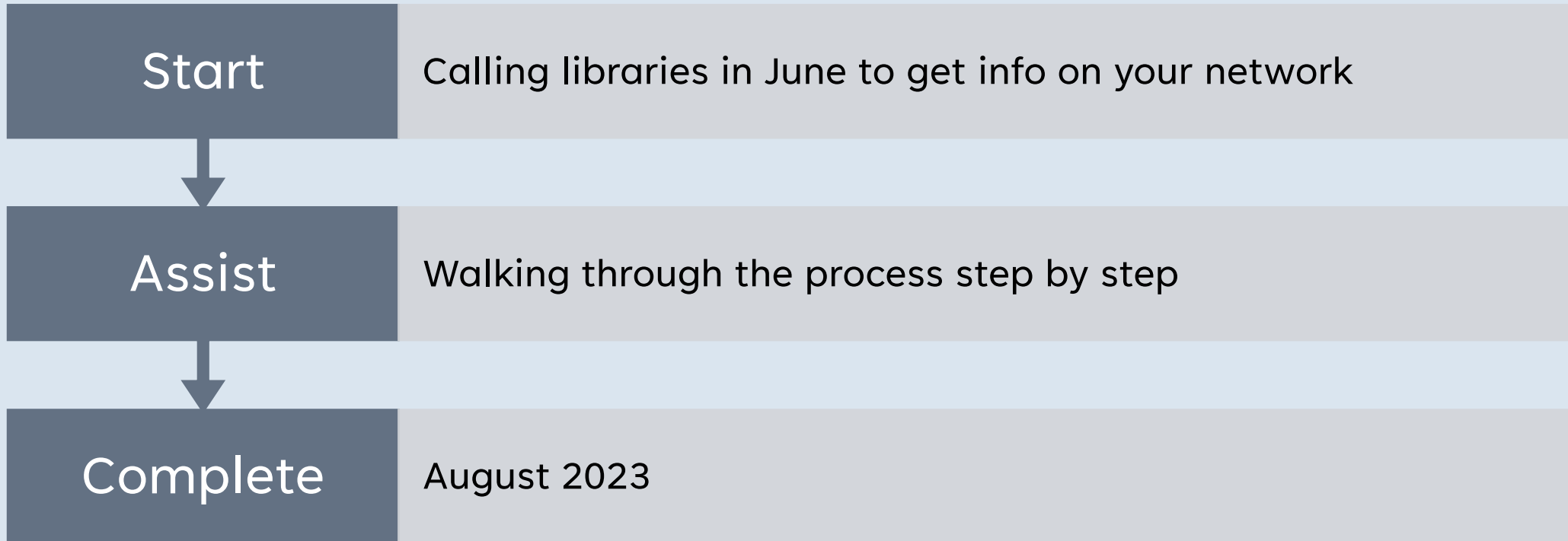
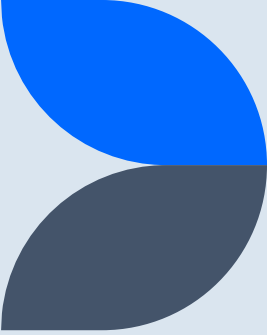
- *oplin.servingeveryohioan.org*
- *isp.servingeveryohioan.org*
- *telework.servingeveryohioan.org*
- *vendor.servingeveryohioan.org*

New IP address for SIP authentication

VPN for some non-OPLIN users

Home users - HTTPS://Symphony-Web

What is the time frame for this change?



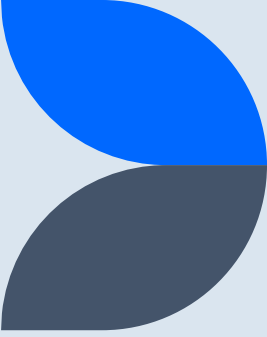
Enterprise Upgrade



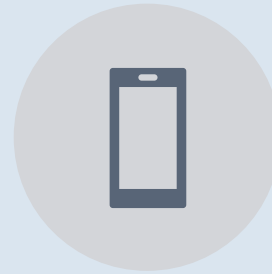
Michael Postlethwait, SEO
Application & Integrations Specialist



Enterprise 5.2.1.2



Google Analytics 4
(GA4) Support



Mobile Responsive
View Updates

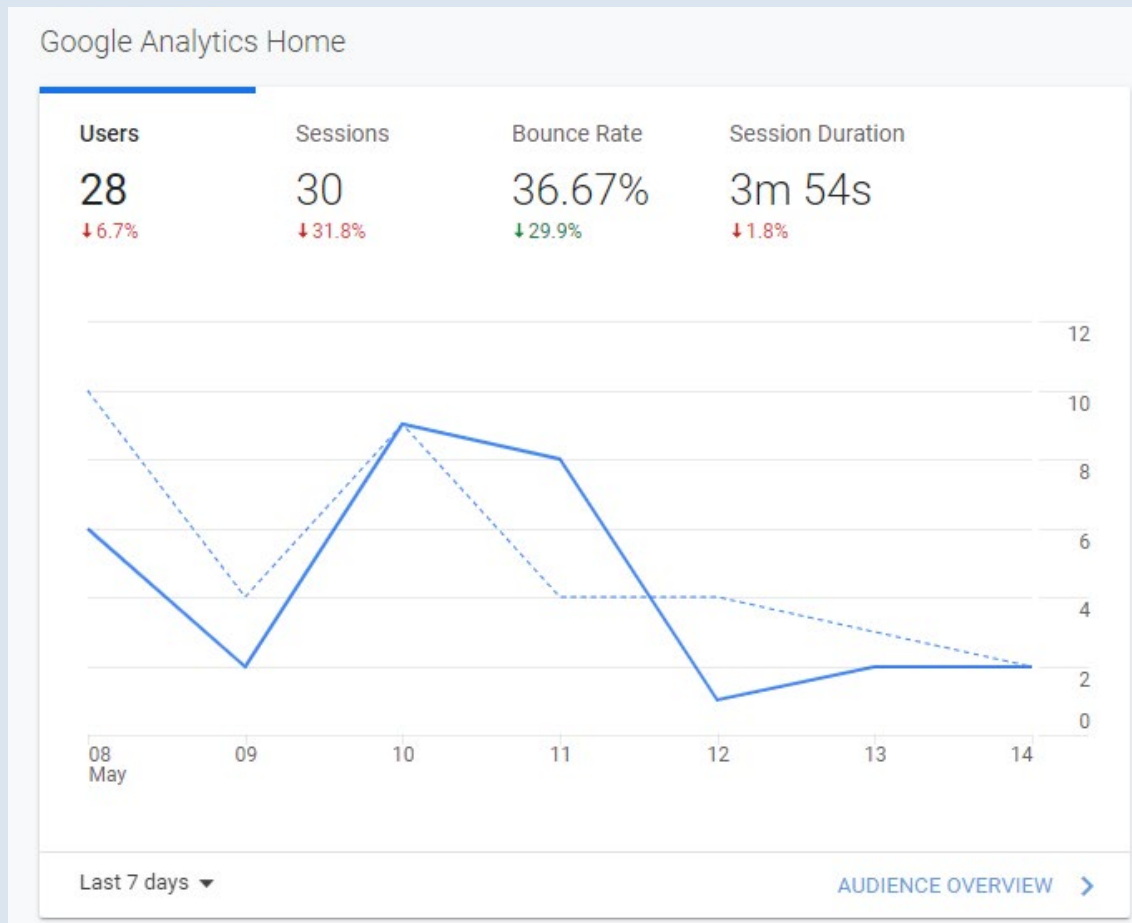


Google Preview Fixed



Several Enhancements
and Bug Fixes

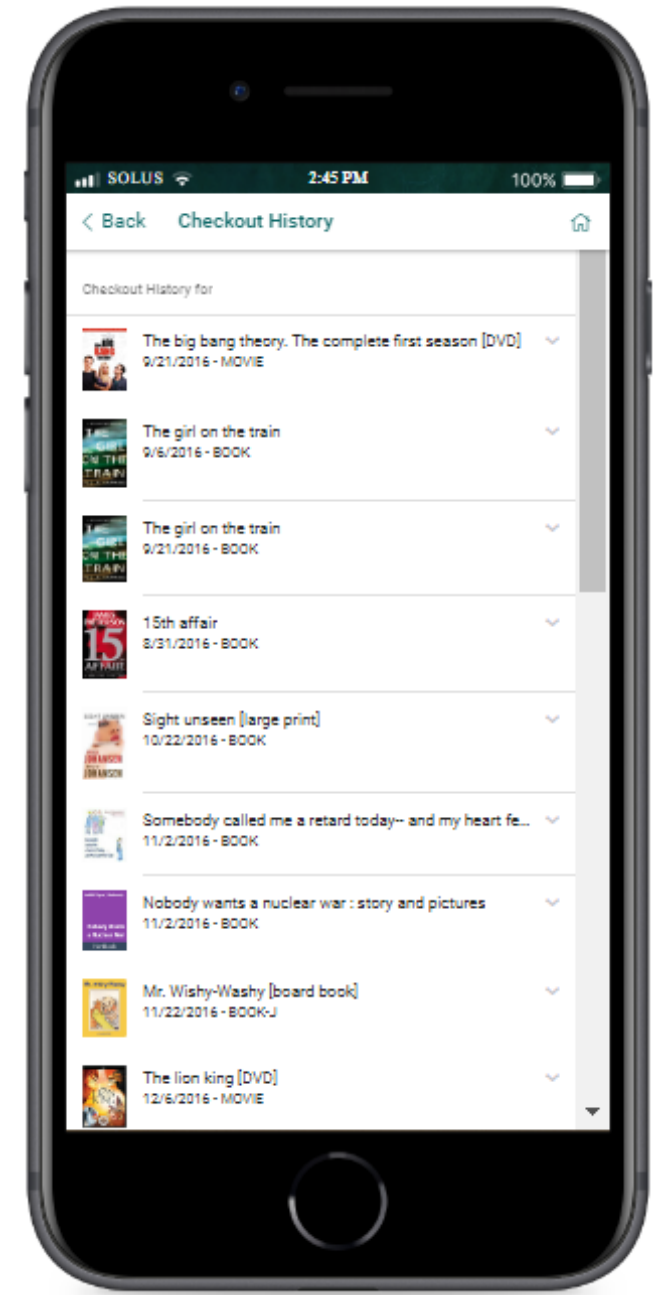
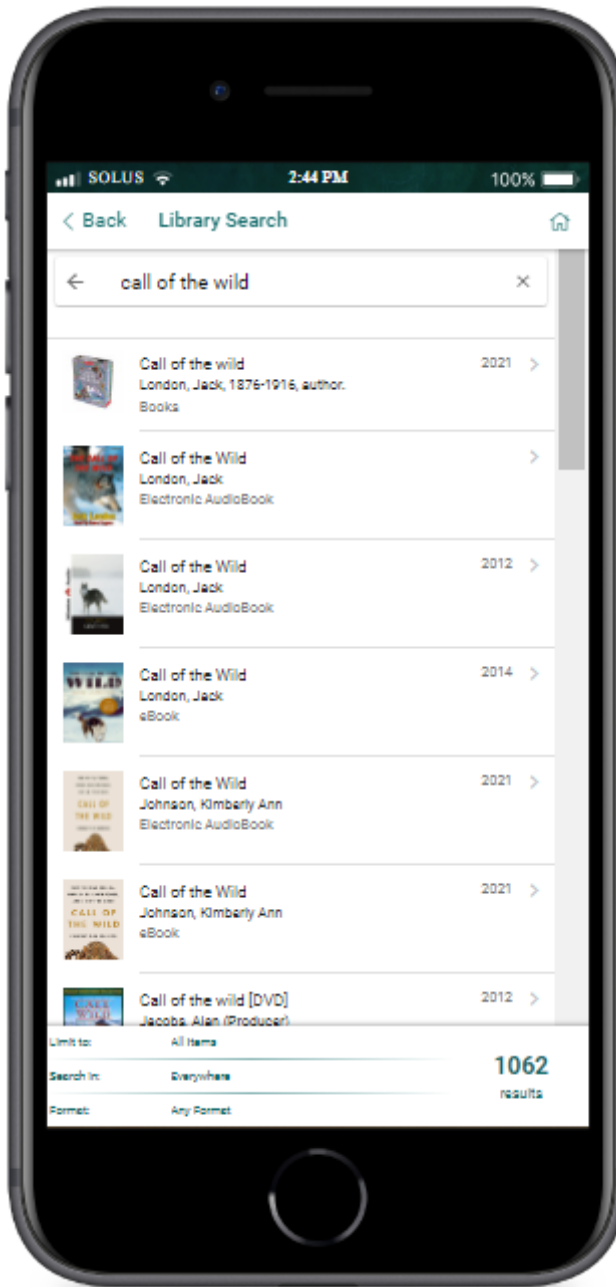
GA4 Support



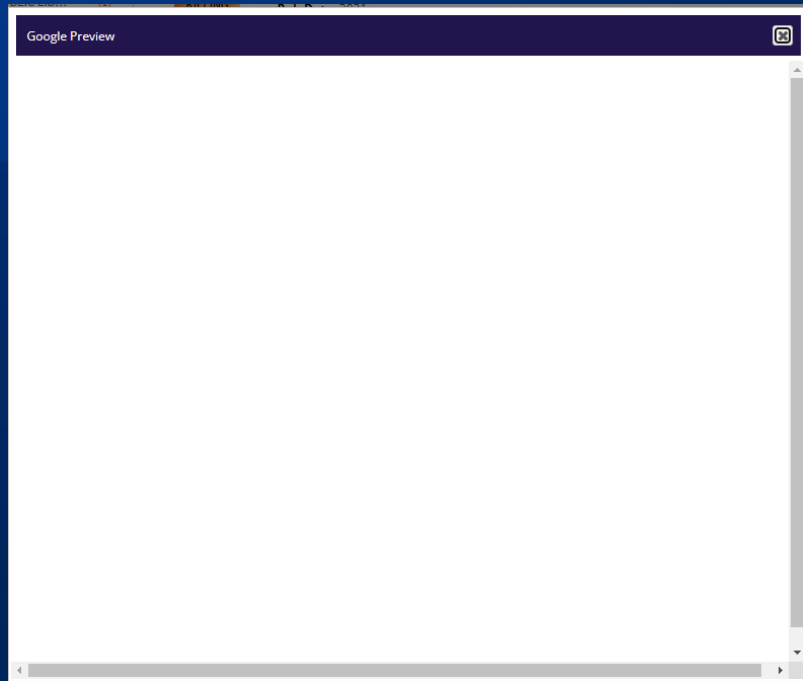
What are your top devices?

Sessions by device

Mobile View Updates



Google Preview Fixed



Several Enhancements and Bug Fixes

The screenshot displays a library catalog interface. On the left, a sidebar titled "Lists" contains a "Temporary List (0)" and a selected list named "later (267)". The main content area shows the "later" list header with "267 list items" and an "Arrange By:" dropdown. Below the header, four items are listed, each with a menu icon, a checkbox, and a title. All items have a message: "The link to this item is no longer valid. The item could have been removed from the catalog or the link could have changed. Search the catalog for this title".

Item Title	Status
Never leave me	Link no longer valid
The accidental girlfriend	Link no longer valid
Snowball's Christmas	Link no longer valid
Let's spend the night together : backstage secrets of rock muses and supergroupies	Link no longer valid

Several Enhancements and Bug Fixes

[Click here for Item Availability :](#)

[More About This Title](#)

Library	Call Number	Shelf Location	Material Type	Audience	Item Notes	Status
CROSSROADS BRANCH LIBRARY	F CHI	Fiction	Book	Adult		Due 5/30/23
BARNESVILLE HUTTON MEMORIAL LIBRARY	FIC Chi	Fiction	Book	Adult		Due 6/2/23
BEVERLY BRANCH LIBRARY	CHILD (Lee)	Fiction	Book	Adult		On Shelf
CANAL FULTON PUBLIC LIBRARY	FIC Child	Fiction	Book	Adult		Due 7/11/23
DELPHOS PUBLIC LIBRARY	FIC CHI	Mystery Fiction	Book	Adult		On Shelf
DESHLER PUBLIC LIBRARY	PB Child	Paperback	Book	Adult		On Shelf

Several Enhancements and Bug Fixes

Improved Accessibility Mode

jQuery Update to 3.6

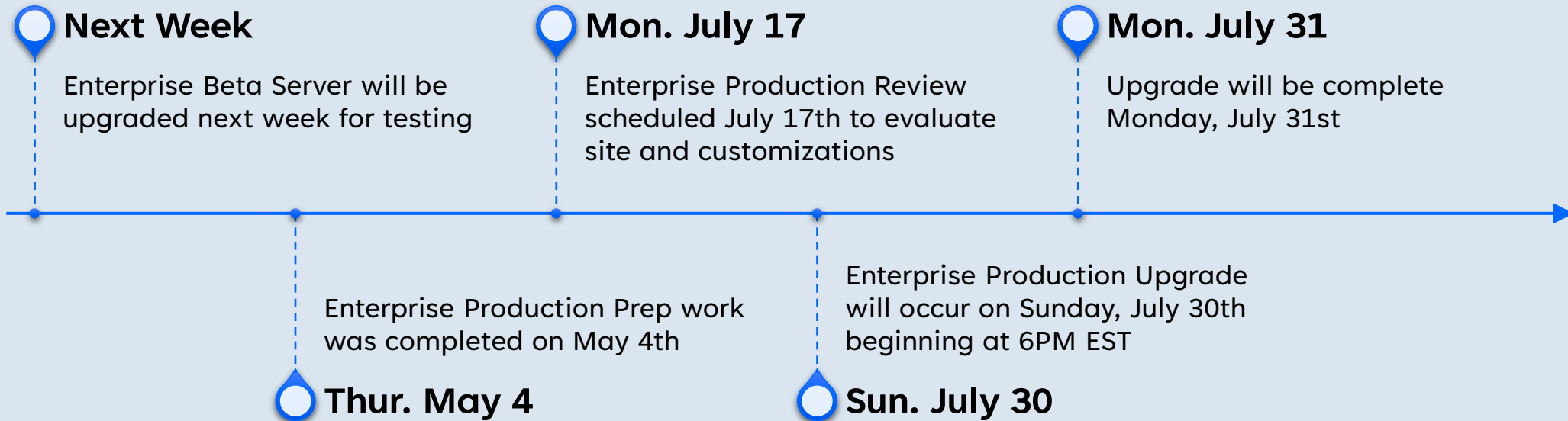
SOLR Update to 8.11.1

Two-Factor Admin Authentication

OverDrive Checkout Update

55 Total Enhancements and Bug Fixes!

Upgrade Schedule





Thank you

Your SEO Team

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support@servingeveryohioan.org