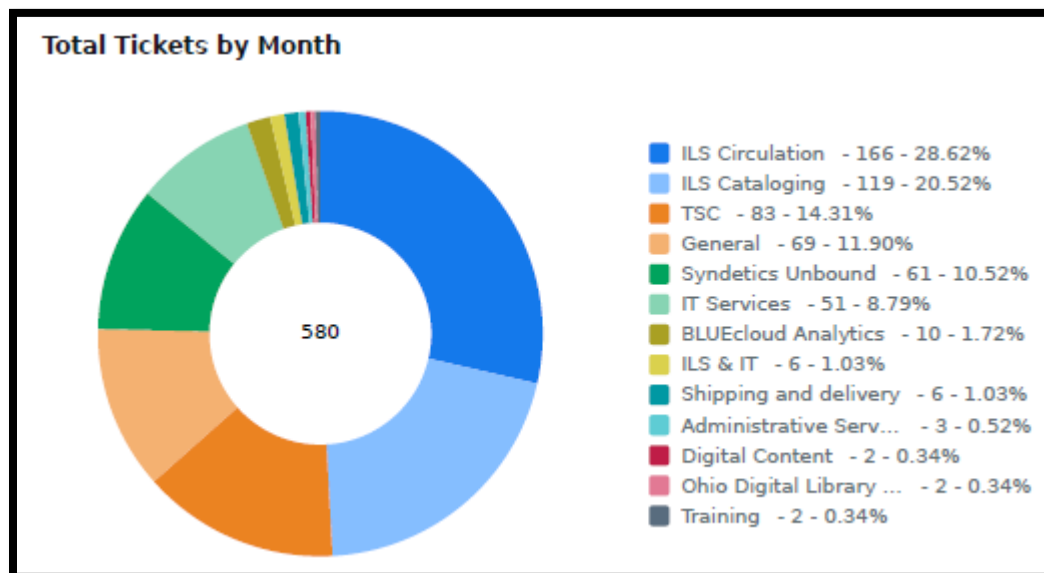



## SEO Service Center Highlights for April 2023

### Consortium Service Highlights

- Total Automation Consortium Circulation for the past 30 days was **1,002,208**
- The Total Number of New Users created in the past 30 days was **6,587**
- ILL initiated for the past 30 days was **682**
- **12** in-house periodicals filled
- The Total Number of Support Tickets created for the previous month was **580**
- Support tickets logged with Integrated Library Software (ILS) vendor SirsiDynix - **12**



- **Phone Support**
  - **638** Total calls
    - **239** Incoming
    - **233** Outgoing
    - **166** Internal staff calls
  - **39 hrs 58 min** Total call duration
- **Remote Customer Support On-Demand Access**
  - **21** on-demand remote sessions
- **SEO Consortium Libraries App (BCMobi) Stats**
  - **4,013** new devices
  - **22,970** holds placed
  - **61,146** app launches
  - **58,212** total searches
- **Click and Collect Curbside service with the Consortium Libraries App**
  - **38** service locations actively using Click and Collect “Curbside Pickup” to serve their patrons

- **125** Page Loads – number of times the “Curbside Pickup” button was engaged
- **97** Patrons arrived and completed their session

➤ **Consortium Service Highlights**

- On April 4, the SEO IT Team and Management met with Michael Thornton from Ashtrabula District Library to discuss the possibilities of ChatGPT integrations.
- On April 5 & 13, the ILS Team attended Patron Point marketing training.
- On April 6, John Stewart and Michael Postlethwait met with John Richardson, Director, SOLUS North America to discuss updates with their mobile app.
- On April 7, the monthly SEO / St. Library IT Manager meeting to discuss projects and system security.
- On April 10, Michael Postlethwait and Jay Miley attended the monthly Sure Sailing call with SirsiDynix consultant Kat Stephens.
- On April 12, Jay Miley attended the Syndetics Unbound Advisory Board meeting.
- On April 12, the ILS team demonstrated the Acquisitions Module for Tuscarawas County Public Library System.
- On April 17, the ILS Team held bi-monthly Open Office Hour to discuss WorkFlows Offline mode with 22 SEO Library Consortium member staff attending.
- On April 18, Michael Postlethwait, Jay Miley, and John Stewart met with SirsiDynix Library Relations Manager Maryśka Connolly.
- On April 19<sup>th</sup>, John Stewart met with representatives from Microsoft for the State Library Ohio Platform Scoping meeting.
- On April 20, Jay Miley met with Gene Shimshock, COO of Patron Point.
- On April 20<sup>th</sup>, the SEO Management Team and IT viewed a demo on the new [Solus LUCI Discovery Platform](#).
- On April 21, the SEO Management Team met with representatives from [WhoFI](#) for their quarterly update.
- On April 24, the SEO Management Team met with Valerie Chase from OCLC to discuss the sunsetting of CatExpress and Connexion Browser.
- On April 25-27, Jay Miley, Michael Postlethwait, and John Stewart attended the COSUGI Virtual Conference, which is the SirsiDynix Users Group Meeting held annually.

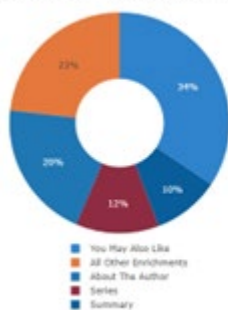
➤ **Niche Academy Stats**

- Serving Every Ohioan Staff Tutorials views - **228**
- Online Catalog Tutorials views - 383
- ASL Storytimes views – **1**

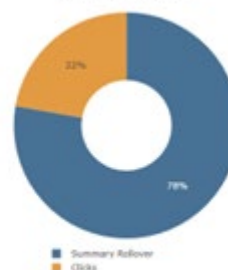
➤ **Syndetics Unbound Statistics**

- **Enterprise Catalog:**
  - **11,475,198** Cover images loaded in online catalog searches
  - Syndetics Unbound enriched **67,491 (95%)** out of **71,012 pages** loaded
  - **18,897** patron interactions with enriched content
- **Patron Interactions:**

Enrichments With Most Interactions



Kinds of Interactions



- Patrons have interacted with display widgets **3,927** times
- **61** display widgets updated
- **35,081** widgets loaded
- New widgets:
  - [MEC Picture books](#)
  - [MEC Large Print](#)

➤ **Patron Point Notices sent to consortium patrons**

- **104,844** E-mail Notices Sent
- **60,553** E-mail Notices Read
- **73,309** SMS Notices Sent
- **42,203** Unique Patrons Notified

➤ **Offsite Storage**

- **6,736** items are housed at SEO for offsite storage
- **75** items were sent to fill holds for consortium members