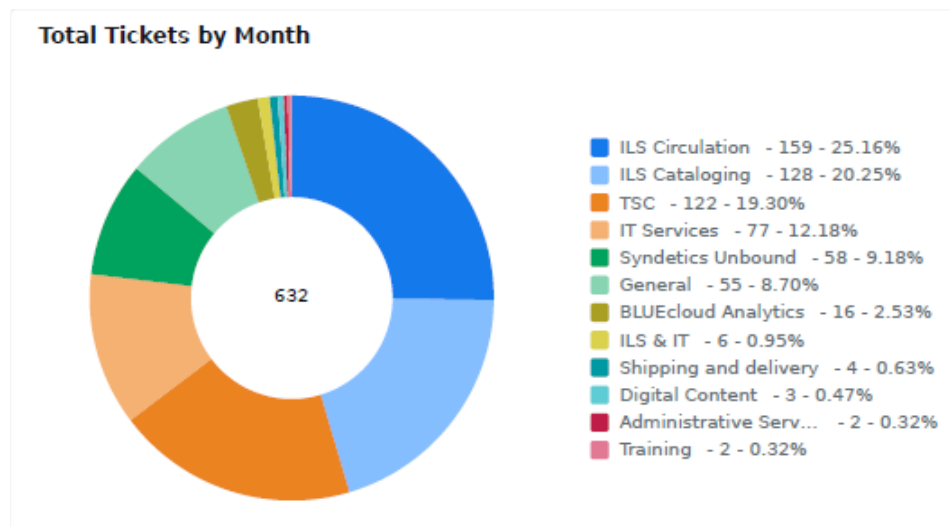



SEO Service Center Highlights for February 2023

Consortium Service Highlights

- Total Automation Consortium Circulation for the past 30 days was **989,096**
- The Total Number of New Users created in the past 30 days was **5,962**
- ILL initiated for the past 30 days was **646**
- **21** in-house periodicals filled
- The Total Number of Support Tickets created for February was **632**
- Support tickets logged with Integrated Library Software (ILS) vendor SirsiDynix - **22**



- **Phone Support**
 - **793** Total calls
 - **291** Incoming
 - **238** Outgoing
 - **264** Internal staff calls
 - **46 hrs 4 min** Total call duration
- **Remote Customer Support On-Demand Access**
 - **14** on-demand remote sessions
- **SEO Consortium Libraries App (BCMoble) Stats**
 - **3,531** new devices
 - **22,989** holds placed
 - **60,838** app launches
 - **60,604** total searches
- **Click and Collect Curbside service with the Consortium Libraries App**
 - **37** service locations actively using Click and Collect “Curbside Pickup” to serve their patrons
 - **160** Page Loads – number of times the “Curbside Pickup” button was engaged
 - **76** Patrons arrived and completed their session

➤ **Consortium Service Highlights**

- The Library Management Software Team (LMS) worked with Perry Cook Memorial Library on becoming fine-free.
- On February 6, Germantown Public Library items became available for the SEO Consortium members to fill holds.
- On February 7, the IT & Management Teams met with Joel Hahn, SirsiDynix Consultant, for a quarterly Discovery Sure Sailing meeting.
- On February 9th, SEO Management met with Don Yarman for their monthly touch-base meeting.
- SEO Advisory meeting was held on February 9th to discuss consortium business.
- SEO Management and IT met with Bywater Solutions to discuss the possibility of a beta project with their Aspen Discovery product.
- On February 14, the LMS team met with the cataloging team from Tiffin-Seneca library to discuss using the acquisitions module in Symphony WorkFlows.
- On February 15, Michael Postlethwait and Jay Miley attended the monthly Sure Sailing call with SirsiDynix consultant Kat Stephens.
- The SEO Management Team met with Jenn Slone from Chillicothe Public Library to discuss Patron Point.
- On February 23, the LMS team hosted a bi-monthly Open Office Hour with 16 consortium members joining. The team presented on the various hold options available to members.
- On February 24, Michael Postlethwait, Jay Miley, and John Stewart met with SirsiDynix Library Relations Manager Maryśka Connolly.
- On February 27, Don Winland, Michael Postlewait, and John Stewart met with the project team from Palo Alto Networks for the project kickoff to integrate new security hardware for network defense and VPN connectivity for members.
- Announcements for the SEO Directors meeting and SEO Users Group (SEOHUG) were sent to members on February 28. The directors' meeting is May 11, 2023, and the SEOHUG will be held May 17, 2023. Both events will be held virtually.

➤ **Niche Academy Stats**

- Serving Every Ohioan Staff Tutorials views - **331**
- Online Catalog Tutorials views - **392**

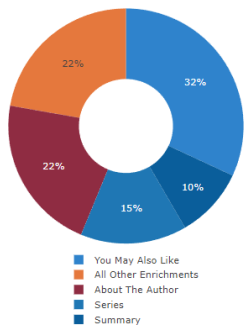
➤ **SEO Training Dept Activities**

- 2/1 Puskarich Public Library new staff Circulation Training
- 2/6 Misty Wyscarver & Brenda Michel traveled to Carnegie Public Library (Washington Courthouse) to provide catalog training & circulation review

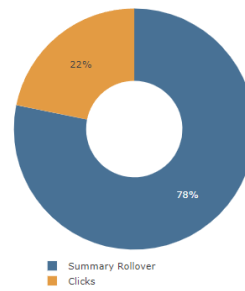
➤ **Syndetics Unbound Statistics**

- **Enterprise Catalog:**
 - **10,922,923** Cover images loaded in online catalog searches
 - Syndetics Unbound enriched **95,721 (94%)** out of **101,540** pages loaded
 - **30,057** patron interactions with enriched content
- **Patron Interactions:**

Enrichments With Most Interactions



Kinds of Interactions



- Patrons have interacted with display widgets **5,163** times
- **58** display widgets updated
- **53,934** widgets loaded

➤ **PatronPoint Notices sent to consortium patrons**

- **95,883** E-mail Notices Sent
- **55,786** E-mail Notices Read
- **64,545** SMS Notices Sent
- **40,217** Unique Patrons Notified

➤ **Offsite Storage**

- **6,358** items are housed at SEO for offsite storage
- **95** items were sent to fill holds for consortium members