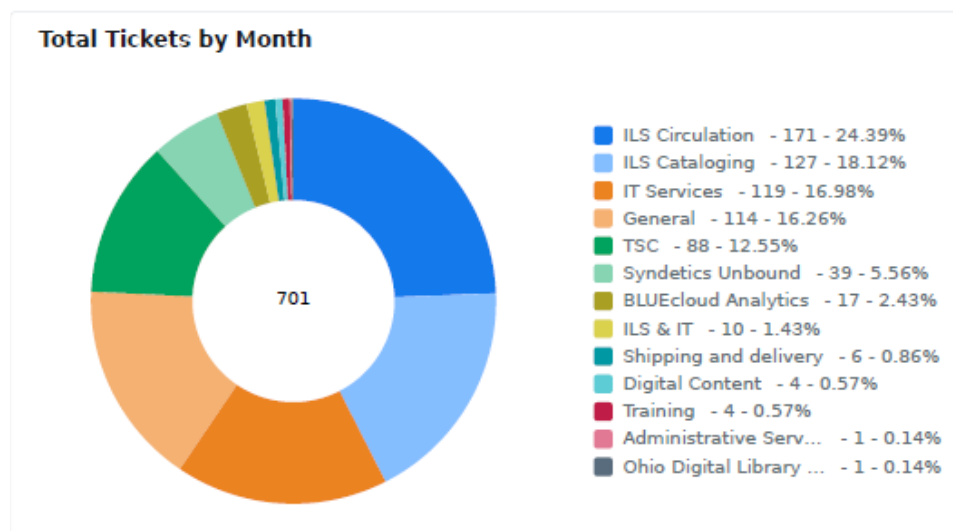# SEO Service Center Highlights for January 2023

Consortium Service Highlights

- ➢ Total Automation Consortium Circulation for the past 30 days was **1,003,556**
- ➢ The Total Number of New Users created in the past 30 days was **6,497**
- ➢ ILL initiated for the past 30 days was **462**
- ➢ **11** in-house periodicals filled
- ➢ The Total Number of Support Tickets created for November was **701**
- ➢ Support tickets logged with Integrated Library Software (ILS) vendor SirsiDynix **- 11**

Total Tickets by Month

- ILS Circulation - 171 - 24.39%
- ILS Cataloging - 127 - 18.12%
- IT Services - 119 - 16.98%
- General - 114 - 16.26%
- TSC - 88 - 12.55%
- Syndetics Unbound - 39 - 5.56%
- BLUEcloud Analytics - 17 - 2.43%
- ILS & IT - 10 - 1.43%
- Shipping and delivery - 6 - 0.86%
- Digital Content - 4 - 0.57%
- Training - 4 - 0.57%
- Administrative Serv... - 1 - 0.14%
- Ohio Digital Library ... - 1 - 0.14%

(center: 701)

- ➢ **Phone Support**
  - ○ **969** Total calls
    - ▪ **333** Incoming
    - ▪ **313** Outgoing
    - ▪ **323** Internal staff calls
  - ○ **55 hrs 47 min** Total call duration

- ➢ **Remote Customer Support On-Demand Access**
  - ○ **24** on-demand remote sessions

- ➢ **SEO Consortium Libraries App (BCMobile) Stats**
  - ○ **3,878** new devices
  - ○ **28,464** holds placed
  - ○ **68,707** app launches
  - ○ **71,150** total searches

- ➢ **Click and Collect Curbside service with the Consortium Libraries App**
  - ○ **34** service locations actively using Click and Collect "Curbside Pickup" to serve their patrons
  - ○ **179** Page Loads – number of times the "Curbside Pickup" button was engaged
  - ○ **69** Patrons arrived and completed their session

- ➢ **Consortium Service Highlights**
  - o The Library Management Software Team (LMS) worked with Garnet A. Wilson Public Library on becoming fine free.
  - o On January 9, Michael Postlethwait and Jay Miley attended the monthly Sure Sailing call with SirsiDynix consultant Kat Stephens.
  - o On January 12, SEO Management attended the monthly meeting with Don Yarman from OPLIN to discuss projects.
  - o On January 18, the SEO Management & IT teams met with Patron Point about the marketing platform kick-off.
  - o On January 19, the SEO Management team attended the State Library of Ohio board meeting and presented a department overview for the board.
  - o On January 20, Michael Postlethwait, Jay Miley, and John Stewart met with SirsiDynix Library Relations Manager Maryśka Connolly.
  - o On January 25, the SEO Management team met with the leadership of the Germantown Public Library to discuss post-migration topics.
  - o On January 26, the SEO Management team met with leadership from the State Library of Ohio and OhioLINK to discuss lost item reimbursement from Priority Dispatch and a possible test of the delivery system.
  - o The SEO Service Center began a pilot program for off-site storage. The Tuscarawas County Public Library is the first member to try this program. Materials were delivered to SEO on January 26.

- ➢ **Niche Academy Stats**
  - o Serving Every Ohioan Staff Tutorials views - **122**
  - o Online Catalog Tutorials views - **396**
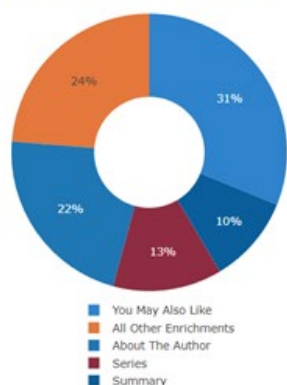 - o ASL Storytimes views – **8**

- ➢ **SEO Training Dept Activities**
  - o 1/3 Misty and Michael met with Caldwell Village Schools staff to explain new partnership between the Caldwell Public Library and the schools.
  - o 1/20 Bowerston Circulation and Catalog Training
  - o 1/25 Puskarich Public Library new staff Circulation Training
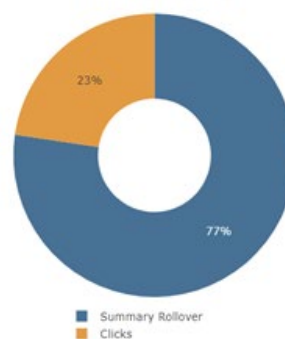 - o 1/18 Attended Level Up Your Book Displays webinar

- ➢ **Syndetics Unbound Statistics**
  - o **Enterprise Catalog:**
    - ▪ **12,676,910** Cover images loaded in online catalog searches
    - ▪ Syndetics Unbound enriched **106,580** (**94%**) out of **112,999** pages loaded
    - ▪ **30,320** patron interactions with enriched content
  - o **Patron Interactions:**

Enrichments With Most Interactions

31% / 24% / 22% / 13% / 10%

- You May Also Like
- All Other Enrichments
- About The Author
- Series
- Summary

Kinds of Interactions

77% / 23%

- Summary Rollover
- Clicks

- Patrons have interacted with display widgets **5,960** times
- **39** display widgets updated
- **53,264** widgets loaded

- ➢ **PatronPoint Notices sent to consortium patrons**
  - o **110,794** E-mail Notices Sent
  - o **64,699** E-mail Notices Read
  - o **73,094** SMS Notices Sent
  - o **41,220** Unique Patrons Notified