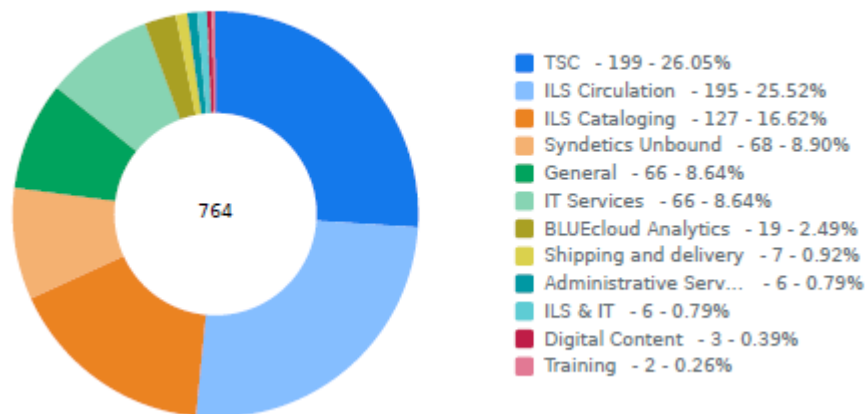



SEO Service Center Highlights for March 2023

Consortium Service Highlights

- Total Automation Consortium Circulation for the past 30 days was **1,109,910**
- The Total Number of New Users created in the past 30 days was **6,882**
- ILL initiated for the past 30 days was **547**
- **12** in-house periodicals filled
- The Total Number of Support Tickets created for the previous month was **764**
- Support tickets logged with Integrated Library Software (ILS) vendor SirsiDynix - **19**

Total Tickets by Month



- **Phone Support**
 - **951** Total calls
 - **394** Incoming
 - **288** Outgoing
 - **269** Internal staff calls
 - **2** Emergency “After Hour” calls
 - **47 hrs 52 min** Total call duration
- **Remote Customer Support On-Demand Access**
 - **16** on-demand remote sessions
- **SEO Consortium Libraries App (BCMobile) Stats**
 - **4,046** new devices
 - **24,540** holds placed
 - **66,826** app launches
 - **62,531** total searches
- **Click and Collect Curbside service with the Consortium Libraries App**
 - **35** service locations actively using Click and Collect “Curbside Pickup” to serve their patrons
 - **161** Page Loads – number of times the “Curbside Pickup” button was engaged

- **68** Patrons arrived and completed their session
- **Consortium Service Highlights**
 - On March 1, the SEO Management Team attended the State Library/OhioLINK & Priority Dispatch Quarterly review.
 - On March 3, SEO/St. Library IT Management meeting to discuss agency projects.
 - On March 6, the SEO Management Team met with Liz Muether, Director of Mercer County District Library, to discuss automation and consortium options for Celina City Schools.
 - On March 6, SEO IT Team met with Palo Alto Networks for project kickoff on new security hardware implementation.
 - On March 8, Michael Postlethwait, Jay Miley, and John Stewart met with Tricia Richards, Training and Instructional Design Manger for Patron Point, to discuss staff and consortium training for the Patron Point Community Engagement Platform.
 - On March 8, Jay Miley attended the Core MARC Formats Transition Interest Group.
 - On March 8, SEO IT Team met with Palo Alto Networks for implementation timeline and profiling session.
 - On March 9, SEO Management Team met with Don Yarman, Executive Director of OPLIN for their monthly touch base.
 - On March 15, the SEO Management attended a presentation by Balwin Wallace University students about a cost analysis of using Priority Dispatch versus USPS.
 - March 15, SEO Director and State Library CIO met with representatives from Microsoft to discuss Microsoft's Unified Enterprise plans prepared for the State of Ohio.
 - On March 16, SEO IT, OPLIN IT, and State Library met for their monthly project update meeting.
 - On March 17, John Stewart met with Evan Struble for their monthly LSTA touch base.
 - March 17, John Stewart was conferenced into a meeting of the Woodlink Directors to discuss security discussions from the SEO Advisory meeting.
 - On March 20, Jay Miley met with Jamie Mason, Director of CLEVNET.
 - On March 20, Wendy Knapp and Jay Miley visited the Kingsville Public Library.
 - On March 21, The SEO Management Team and Wendy Knapp visited the Ashtabula Public Library, Geneva Public Library, Henderson Memorial Public Library, and Grand Valley Public Library.
 - March 21, Michael Postlethwait attended the monthly Library Relations Meeting with SirsiDynix.
 - On March 22, the SEO ILS Team attended training on using the Patron Point Community Engagement Platform.
 - On March 24, the SEO Director attended a Symantec Endpoint meeting.
 - On March 29, SEO IT and Management attended a Security Webinar hosted by OPLIN with Sean Whalen on Practical Defense.
- **Niche Academy Stats**
 - Serving Every Ohioan Staff Tutorials views - 487
 - Online Catalog Tutorials views - 419
 - ASL Storytimes views – 1
 - SEO Library YouTube videos - 428
- **SEO Training Dept Activities**
 - March 2 & 3, Circulation Training at Perry County District Library
- **Personal Development:**
 - Completed University of Pittsburg's 4-week course, Gender and Sexuality: Diversity and Inclusion in the Workplace

- **Syndetics Unbound Statistics**

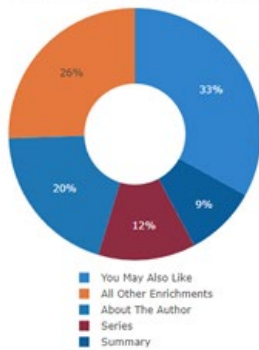
- **Enterprise Catalog:**

- **11,001,712** Cover images loaded in online catalog searches
 - Syndetics Unbound enriched **35,309 (94%)** out of **37,367** pages loaded
 - **39,891** patron interactions with enriched content

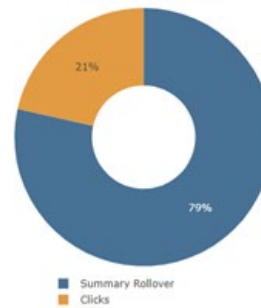
- **Patron Interactions:**

Patron interactions:

Enrichments With Most Interactions



Kinds of Interactions



- Patrons have interacted with display widgets **1,890** times
 - **68** display widgets updated
 - **39,891** widgets loaded

Paula had a demo with PPL library with 3 attending 3/29/23.

The demo was on the basic features offered in Referral center:

- Article Exchange how to check in the article
 - How long the URL and password is valid bases on days and number of times URL is opened. Where the URL and password are located
 - Previewing the article so that it does not use one of the 4 opens on the URL
 - Creating a new title new request
 - Creating a subject, or periodical request
 - Receive items
 - How to print book straps
 - Return items
 - How to print Return labels
 - How to request book club items
 - Check in an item as received or returned and to mark an item not received
 - How to renew an item and where it will show renewal accepted or denied
 - Closing a request if no longer needed
 - There was also an email sent that contained all the documents for tips and tricks on everyday uses in OCLC referral Center.

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

- **112,510** E-mail Notices Sent
 - **65,007** E-mail Notices Read
 - **75,605** SMS Notices Sent
 - **42,570** Unique Patrons Notified

- **Offsite Storage**

- **6,406** items are housed at SEO for offsite storage
 - **96** items were sent to fill holds for consortium members