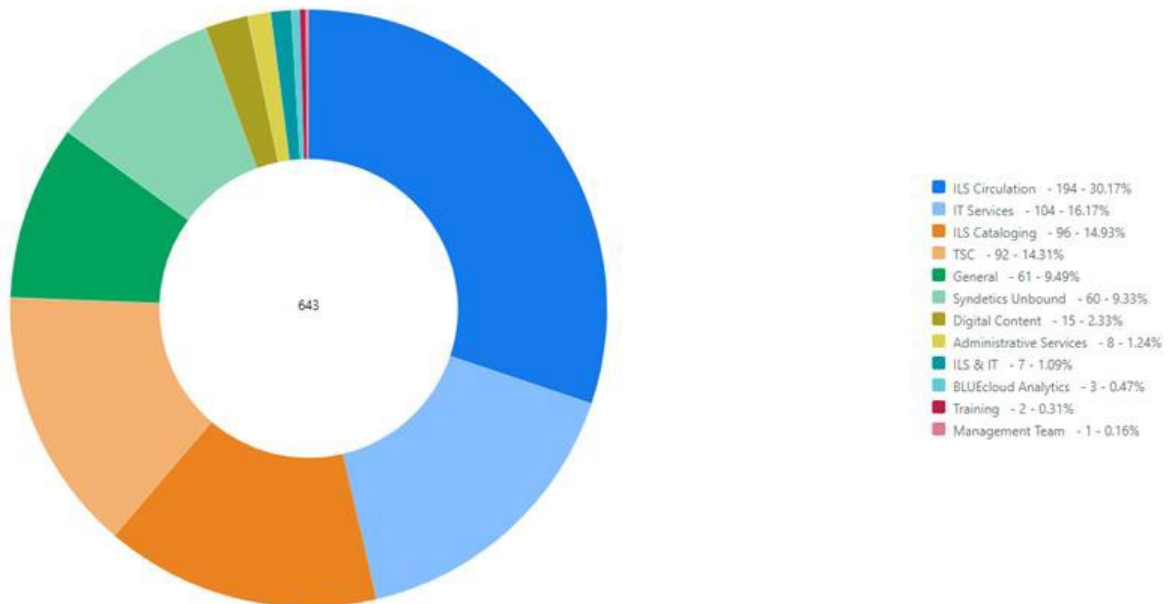# SEO Service Center Highlights for September 2022

Consortium Service Highlights

➢ Total Automation Consortium Circulation for the past 30 days was **929,646**
➢ The Total Number of New Users created in the past 30 days was **11,862**
➢ ILL initiated for the past 30 days was **625**
➢ **3** in-house periodicals filled
➢ The Total Number of Support Tickets created for September was **643**

- ILS Circulation - 194 - 30.17%
- IT Services - 104 - 16.17%
- ILS Cataloging - 96 - 14.93%
- TSC - 92 - 14.31%
- General - 61 - 9.49%
- Syndetics Unbound - 60 - 9.33%
- Digital Content - 15 - 2.33%
- Administrative Services - 8 - 1.24%
- ILS & IT - 7 - 1.09%
- BLUEcloud Analytics - 3 - 0.47%
- Training - 2 - 0.31%
- Management Team - 1 - 0.16%

➢ **SEO Consortium Libraries App (BCMobile) Stats**
   o **4181** new devices
   o **21,415** holds placed
   o **56,901** app launches
   o **53,166** total searches

➢ **Remote Customer Support On-Demand Access**
   o 11 on-demand remote sessions

➢ **Meetings and Projects**
   o On September 7th, the SEO management team met with State Librarian and Ohio Budget Management to discuss helping with the final funds available in the Governor's Emergency Education Relief (GEER) Fund to purchase and distribute titles to learning centers across Ohio with low literacy rates.
   o On September 8th, the SEO management team met with Don Yarman, OPLIN Executive Director to discuss projects and IT security events.
   o On September 8th, the SEO IT team met with Datatalk to discuss replacement of the legacy phone system with a VoIP system.

- o On September 9, the migration team met virtually with Germantown Public Library staff to discuss their upcoming migration to the SEO Library Consortium.
- o On September 9, SEO IT Management meeting to discuss group and individual team projects related to security.
- o On September 12, The IT & management teams attended the monthly Sure Sailing call with SirsiDynix consultant, Kat Stephens.
- o On September 14, SEO IT Security meeting
- o On September 15, Nicole Brown, Brenda Michel, Misty Wyscarver, and Jay Miley visiting the Germantown Public Library for a tour and continued discussions about the upcoming migration.
- o On September 19, the migration team met with Jordan Williams from Chatfield College Library to discuss the library closure.
- o On September 21, Michael Postlethwait, Jay Miley, and John Stewart met with Brendan Pearce, Business Development Director for Patron Point, for an overview of the company's marketing tools.
- o On September 21, the Library Management Software team, held monthly office hours with five staff from member libraries attending.
- o On September 23, IT Management met with Evan Struble, Deputy State Librarian for their monthly LSTA project meeting.
- o On September 26, the migration team met with Felipe Portus, SirsiDynix Consultant, to begin policy profiling for Germantown Public Library.
- o On September 28, the IT team and Jay Miley met virtually with Jen Gleibe, Perry Cook Memorial Library director, to discuss circulation options for the library van.
- o On September 30, Michael Postlethwait and Jay Miley visited the Perry Cook Memorial Library to demo and provide further recommendations on circulating materials for the Perry Cook Library van.

➢ **Niche Academy Stats**
  - o Serving Every Ohioan Staff Tutorials views- 107
  - o Online Catalog Tutorials views- 431
  - o American Sign Language Storytimes views- 7
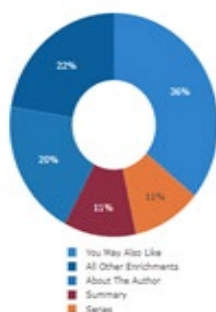
➢ **SEO Training Dept Activities**
  - o **9/27 Guernsey Co District Public Library Cataloging Training**

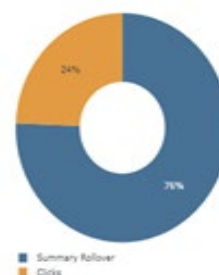➢ **Syndetics Unbound Statistics**
  - o **Enterprise Catalog:**
    - ▪ **10,947,094** Cover images loaded in online catalog searches
    - ▪ Syndetics Unbound enriched **92,289** (**93%**) out of **98,536** pages loaded
    - ▪ **24,416** patron interactions with enriched content

  - o **Patron Interactions:**

Enrichments With Most Interactions

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

Kinds of Interactions

- Summary Rollover
- Clicks

    - ▪ Patrons have interacted with display widgets **5,746** times.

- o **Display Widgets**
  - **79** display widgets updated
  - **49,734** widgets loaded.

- o **New Widgets**
  - [CHI – New Books](#)

- ➢ **PatronPoint Notices sent to consortium patrons**
  - o **43,714** E-mail Notices Sent
  - o **29,401** E-mail Notices Read
  - o **25,736** SMS Notices Sent
  - o **20,594** Unique Patrons Notified

- ➢ **Support tickets logged with Integrated Library Software (ILS) vendor SirsiDynix - 8**