

# Annual Report

January—December 31, 2021

2021

## SEO SERVICE CENTER



- \* 98 Library Systems
- \* 268 Service Point Locations
- \* 49 Counties
- \* 8,165,412 Items
- \* 794,471 Borrowers
- \* 1,453,253 Bibliographic Records
- \* 3,595 Circulated Die Cuts


### Consortium Circulation

- \* 10,250,828 Total Automation Consortium
- \* 83,558 Resource Sharing to Non-Members
  - \* 45 Public Libraries— 67,157
  - \* 7 Correctional Institutions—6,222
- \* 4,815 OCLC ILL Filled
- \* 152 Periodical Requests

### Technical Services Committee

- \* 2,486 Original Bibliographic Records Created
- \* 1,441 Created For Their Own Library
- \* 1,045 Created For Other SEO Consortium Libraries

### Instructional Videos | Webinars

- \* 69 Videos Available on 
- \* 5,674 Instructional Video Views
- \* 31 Niche Academy Tutorials

### SEO Library App Stats

- \* 192,590 Total Holds Placed
- \* 507,499 Total Searches
- \* 18,859 New devices using app
- \* 1,903 Completed Click & Collect Curbside sessions

### SplashTop On-Demand

- \* 344 SplashTop On-Demand Access Sessions

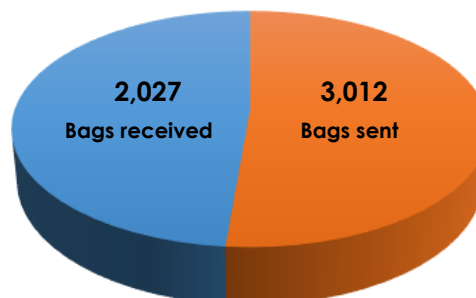
### Digital Circulation

- \* 1,931,037 Total Digital Circulation
- \* 1,030,125 Adult ebook Circulation
- \* 638,511 Audiobook Circulation
- \* 205,386 Juvenile & Teen ebook Circulation
- \* 12,185 New Electronic Resource Cards

### SEO Library Sharing

- \* 2,831 Total SEO Collection Resource Sharing
  - \* 1,975 SEO Volumes
- \* 623 Out-of-State Libraries
- \* 44 States Represented
- \* 99 OCLC ILL Filled
- \* 7,813 Items Donated

### SEO Statewide Delivery Bags In/Out



5,039 Total Bags Handled by SEO

# SEO Library Consortium Year In Review

## SEO Support Site

In February 2021, SEO launched a new support site called FreshDesk.

## Workflows Software Upgrade

In April 2021 the SEO IT team implemented the latest software upgrade version 3.7.1, from SirsiDynix, to over 1,000 staff workstations across the consortium.

## SEO User's Group Meeting

In May 2021 the SEO team hosted the virtual user's group meeting for consortium members. Over 150 participants attended this event. The SEO management team hosted the virtual SEO director's meeting with over 60 attendees.

## Hub for Statewide Delivery

In August 2021 the SEO Service Center began operating as a hub for statewide delivery.

## Enterprise Search & Discovery Upgrade

The SEO IT Team upgraded the Enterprise Search and Discovery catalog to version 5.1.0.2 for all Consortium member libraries.

## New Library System

The Hurt/Battelle Memorial Library joined the SEO Consortium on September 16, 2021.

## Enterprise Tabbed Results

In October 2021 the SEO IT team announced the availability of Enterprise Tabbed Results to member libraries. This feature separates search results into 3 tabs, Physical, Digital and Articles.

## American Sign Language

In November 2021 videos of children's books recorded in both English and American Sign Language were added to Niche Academy which is hosted by SEO Service Center.

## 6,506 Total Support Tickets

