

2022

SEO SERVICE CENTER



- * 98 Library Systems
- * 274 Service Point Locations
- * 50 Counties
- * 8,037,955 Items
- * 772,698 Borrowers
- * 1,437,560 Bibliographic Records

Consortium Circulation

- * 11,201,684 Total Automation Consortium
- * 85,817 Resource Sharing to Non-Members
 - * 48 Public Libraries—77,479
 - * 8 Correctional Institutions—8,338
- * 4614 OCLC ILL Filled
- * 141 Periodical Requests

Technical Services Committee

- * 2468 Original Bibliographic Records Created
- * 1437 Created For Their Own Library
- * 1031 Created For Other SEO Consortium Libraries

Instructional Videos | Webinars

- * 85 Videos Available on YouTube
- * 4180 Instructional Video Views
- * 32 Niche Academy Patron Tutorials- 5151 Views
- * 153 Niche Academy Staff Tutorials- 2925 Views

SEO Library App Stats

- * 231,656 Total Holds Placed
- * 593,271 Total Searches
- * 45,875 New devices using app
- * 978 Completed Click & Collect Curbside sessions

SplashTop On-Demand

- * 199 SplashTop On-Demand Access Sessions

Digital Circulation

- * 2,093,249 Total Digital Circulation
- * 1,058,536 Adult ebook Circulation
- * 756,948 Audiobook Circulation
- * 197,757 Juvenile & Teen ebook Circulation
- * 13,928 New Electronic Resource Cards

SEO Library Sharing

- * 2,067 Total SEO Collection Resource Sharing
 - * 673 SEO Volumes
- * 108 OCLC ILL Filled
- * 20,976 Items Donated
- * 4,051 Circulated Die Cuts
- * 11,228 Phone Calls

SEO Statewide Delivery Bags In/Out



8,079 Total Bags Handled by SEO

SEO Library Consortium Year In Review

SEO Upgraded Phone System

In November 2022, SEO launched a new Voice-Over IP (VoIP) phone system to provide a more seamless access to the SEO team in the hybrid work environment utilized.

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SEO Director's Meeting

In May 2022, the SEO management team hosted the virtual SEO director's meeting with over 75 attendees.

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Statewide Delivery

The SEO Service Center team assisted with the transition of delivery vendors. The team logged over **19,746** miles from March through April, utilizing four delivery trucks to assist with item deliveries across the state.

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Enterprise Overdrive Magazine Integration

The SEO IT Team announced the integration of Overdrive Magazines in the Enterprise Search and Discovery catalog in March 2022.

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Patron Point Notices

The SEO Consortium partnered with Patron Point to send hold, overdue, courtesy, and autorenewal notices.

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New Library Systems

The National Trail Local School Library joined the SEO Consortium on January 12, 2022.
The Germantown Public Library joined the SEO Consortium on December 8, 2022.

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New Service Points

Thirteen new service points were added to the SEO Consortium.

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Open Office Hours

The SEO ILS Team began hosting monthly Open Office Hours in February.

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Better World Books

The SEO Service Center partnered with Better World Books to disperse the library physical collection. 19,974 items were donated in 2022.

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Order Hold Fill Implemented

The SEO team implemented Order Hold Fill policies for all locations within the consortium. The purpose of these policies is to reduce transportation of consortium material and provide materials to users more expediently.

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Expanded Licensing for Patron Authentication

In December 2022, the SEO IT team expanded consortium Webservices (WS) licensing. WS is A proprietary SirsiDynix API. It allows for secured API-based integrations with the Symphony ILS for the purpose of patron authentication and database lookups.

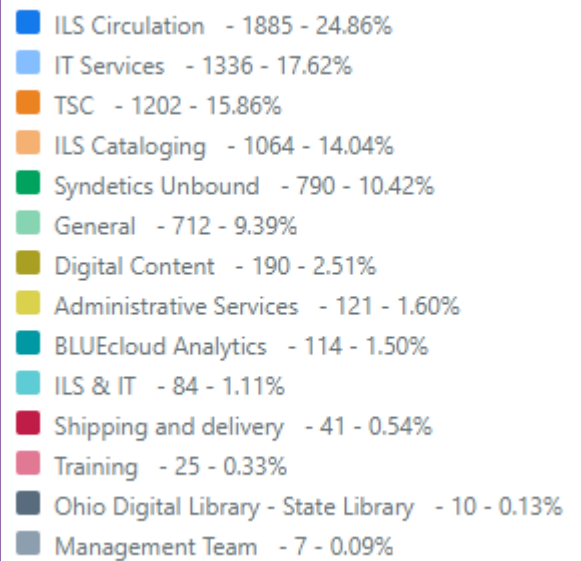
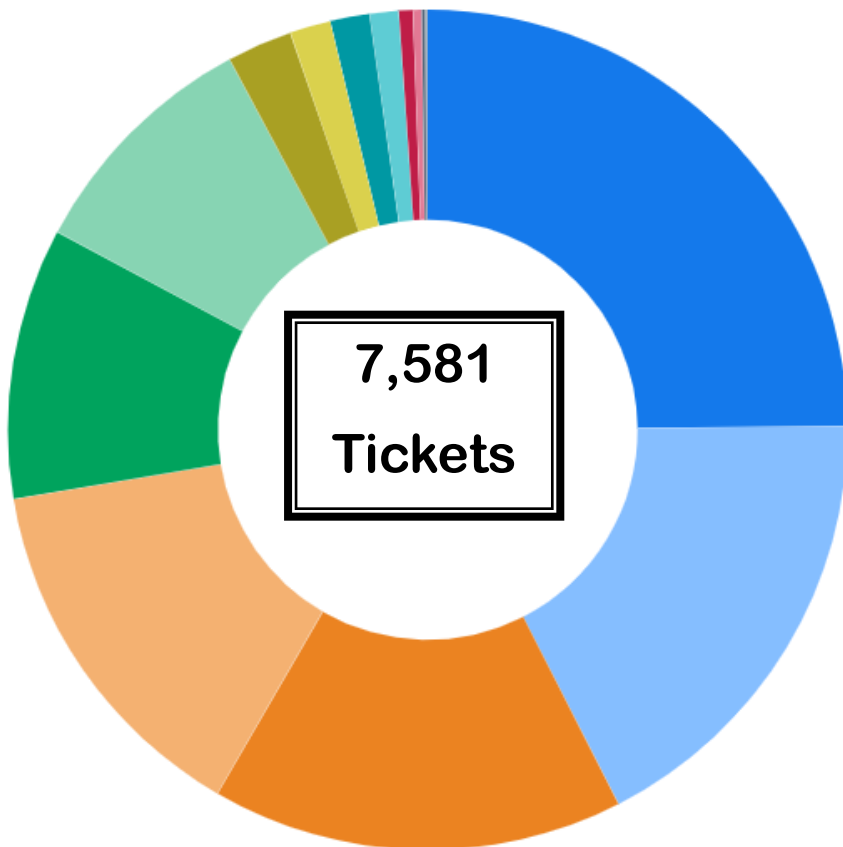
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Cyber Security Page and Bulletins

In October 2022, SEO began posting as needed security related bulletins and security page to help increase awareness.

<https://servingeveryohioan.org/cyber-security-and-seo-service-center/>

Support Center Tickets by Group



Knowledge Base Articles

Most Viewed Articles	Number of Views
Shipping Labels	1402
Daily Delivery Bag Count Form	733
Statewide Delivery Library Codes and Shipping Exceptions	582
Symphony WorkFlows 3.7.1 New Install	528
Ohio Link Labels	468
Delivery Customer Service Form	414
Manifest List	339
Symphony Receipt Printer Transit Slip Agency Support Disabled	301
Symphony Receipt Printer Installation and Configuration	283
Viewing Reports in Microsoft Excel	259

Total Article Views—2022
14214 ▲ 11.43%