

MORE Administrator's Report

May 2017 – MORE Directors Council

Online Fine Payment (E-commerce)

After being down for over 2 months, our online payment service started working again in late April. The problem followed some changes PayPal made to their security protocols. PayPal needed to recognize a certain server setting from Sierra that it had previously ignored. The service began working when that server setting was corrected by Innovative. The duration of this outage was unprecedented in our 8-year history with e-commerce.

Library App

Our library app developer, Boopsie, keeps assuring me we'll see the app "soon." I will continue to keep you posted. They have noted that the subscription start date will be adjusted to account for long development process.

Flipster

Flipster, our digital magazine service, became available for customers on January 16. In May, I changed the authentication set-up so that all users must enter their library barcode to access the magazines (previously, in-library users were IP-authenticated). This will help us see usage on a library-by-library basis.

Through the end of April, our Flipster magazines have been downloaded to an app 705 times, and viewed online 3,555 times.

2017 Innovative Users Group (IUG) Conference

Thank you to our 2017 IUG Conference attendees for making the trip and bringing back lots of useful ideas! All 9 attendees from IFLS or MORE-member libraries participated in a highlights webinar, which you can view here: <https://vimeo.com/214519334/45cdd2c6fa>

Mini-Training Sessions

Our efforts to reach more staff members with mini-training sessions at libraries across the system in 2017 have been helpful overall. We've held 4 training sessions on-site at host libraries, with primarily host library staff in attendance:

- January 31: St. Croix Falls Public Library – 14 attendees
- February 23: Baldwin Public Library – 6 attendees
- March 30: G.E. Bleskacek Family Memorial Library (Bloomer) - 4 attendees
- May 11: Rusk County Community Library (Ladysmith) - 1 attendee

We will continue to hold these sessions as I think targeted training can be very effective. I will begin requesting registration to help us prepare, and all directors and staff will continue to be invited to attend any sessions. I expect we will continue to hold more formal group trainings for circulation and cataloging staff as well, though the planned April circulation training was cancelled due to low registration.

Cataloging Survey

Thank you to all who completed the cataloging survey in April and provided useful feedback and ideas! Many reported at least some difficulty in editing records to MORE standards. There was some support for having new bib. records added only by select staff, and quite a bit of support for having all newly-added records checked by a trained cataloger. We at IFLS will continue to consider how best to maintain database quality without overburdening library staff.