

MORE Administrator's Report

July 2019 – MORE Directors Council

Telephone Notification System Problem

MORE's automated telephone notice system (sometimes called TNS or Teleforms) and the telephone renewal service stopped working following one or more power outages that irreparably damaged the hard drive on Thursday, July 4. As of this writing, the system is still down and I don't know exactly when it will be working again, but the problem is actively being addressed. My colleague Kris Schwartz initially tried to fix the problem in-house, but we did eventually have to involve the vendor to re-install at a cost of \$2,500. This will be paid with MORE contingency funds.

Online Patron Registration

Online patron registration opened on June 13. To date, there have been 11 self-registrations, including 3 duplicates. I've been able to keep up with duplicate checking so far, but will enlist volunteer help if the self-registration rates pick up.

Sierra Update Coming Soon

I plan to initiate a Sierra update in the next couple of weeks, which involves giving each Sierra client some time to install new files the first time it's started after the update. I will send details via email and post a system alert on the IFLS website.

Among other fixes, this update will allow for changing fonts in Sierra, fix inaccuracies and duplication High-Demand Holds reports, and allow the display on due slips of actual costs "saved" by using the library (some libraries currently show an average cost savings).

Innovative Users Group (IUG) Conference Reports

Eight library and system staff members from the IFLS area attended this year's Innovative Users Group conference in Phoenix in May. Reports from those who attended at MORE's expense and IFLS staff were included in the June 13 and June 19 This Week at MORE (TWAM) email newsletters. Feel free to request these reports from me if you can't reference those TWAM emails.