

Director's Report  
May 2011

It has been 6 weeks since we went live on Koha. At the last board meeting, Vicki Teal Lovely made a presentation reviewing the problems and positives encountered in the first 3 weeks of Koha implementation. Many of the problems discussed have been fixed while others continue to be addressed by PTFS and SCLS staff. Issues receiving the most attention include: the slower speeds of searching the PAC and check out; search results when using the PAC; Holds; Fines functionality. These have been identified by the members as the most critical and the largest sources of customer and member frustration. SCLS staff members have been visiting member libraries to work on issues directly in addition to working in house with PTFS developers testing changes and uploading fixes. On May 10, John Yokley, PTFS President, and Patrick Jones, PTFS Director of Library Solutions and Services, met with Vicki Teal Lovely and me at SCLS headquarters to review the Koha implementation process. The main topics discussed were the dissatisfaction with the search results when using the on-line catalog, holds and the overall slower system speed. Both gentlemen were taken to the Sun Prairie Library where they listened to staff detail first hand their concerns with Koha. In the 2 weeks following the meeting, many fixes were applied to Koha. PTFS has developed a fix that should improve overall response time that is currently being tested by SCLS staff and member libraries. At the same time, there are still outstanding problems and SCLS is withholding final payment until these issues are resolved.

At the May 19<sup>th</sup> Administrative Council meeting, it was decided to have a summit between the members and PTFS. Mr. Yokley and Mr. Jones will be returning on June 9<sup>th</sup> to meet with the member libraries at the Middleton Library. Vicki Teal Lovely was interviewed about the new LINKcat on WORT radio on Memorial Day. There have been positive newspaper articles about the new LINKcat in Lodi and Poynette. An article in the Verona Press described the frustrations of the new LINKcat by staff and users. The Wisconsin State Journal did a brief article titled *New online library system still working the kinks out*. The implementation process will continue for months. It is disruptive and can be frustrating. Migrating from a text based system to an open source web base system after 17 years is a huge change. SCLS is also the largest installation of Koha to date but by choosing open source, SCLS can change the functionality to best match its members' future needs. These were factors in the decision to go with Koha made by the LINK Implementation Committee in 2008 and they are still true. The LINK Committee members made a choice that would best serve its members well into the future and allow its ILS to evolve with its membership. I have attached a short time line of the decision process to recognize those forward thinkers.

In response to calls from the University of Wisconsin and system customers around the state, Bruce Smith at Delivery has been working with a statewide delivery committee to create service options that reduce delivery services and therefore costs. In June DPI will reduce its delivery service from 2 stops to 1 stop a day.

On April 29, I visited Verona and Mount Horeb libraries. The main topic was Koha. I shadowed staff behind the circulation desk, reviewed pick lists and took lots of notes. I attended my first Wisconsin Association of Public Libraries conference on May 5. SRLAAW and WPLC both met on May 11 in Portage. The possible reduced delivery service was discussed at SRLAAW. As part of a LSTA grant, SCLS hosted a multi-type summit on sharing digital resources at the Lussier Family Heritage Center. I was able to attend the afternoon session and work with the groups of non-public libraries.

In a follow-up to the North Freedom Library's compliance issue from April 2010, the Library Director has completed the necessary coursework and is fully certified. The North Freedom Library is now in compliance.

Respectfully submitted by Martha Van Pelt