OPERATIONS/HELP DESK

The operations/help desk duties can be divided into three categories. These categories are Routine Maintenance Operations (RMOs), Help Desk, and Other. Below is a general description of each of the categories.

Routine Maintenance Operations (RMOs) – Avg. 15-20 hours a week per person
RMOs are performed daily, weekly, bi-weekly, monthly, quarterly, yearly, or as needed.

Acquisitions
Miscellaneous record loads – varies from almost daily to one time loads (as needed)

Cataloging
Authority Processing – 10 clusters (quarterly)
CatExpress – 13 institutions (daily)
Note: pick up records from OCLC
Clear Daily Link Maintenance Reports – 10 clusters (weekly)
Global Link Maintenance – 10 clusters (monthly)
Heading Reports Merlin – 8 institutions (daily)
Heading Reports all cluster but MERLIN – 56 institutions (weekly)
Marcive Monthly Loads – 6 clusters (monthly)
Note: institution or vendor sends ready for processing
Marcive Shipping Lists - 4 clusters (weekly)
Note: institution or vendor sends ready for processing
Monographic Holdings Upload to OCLC (EBS Upload) – 60 institutions (weekly)
Scope Authority Records – 10 clusters (weekly)
URL Check – 51 institutions (quarterly)

Circulation
Borrowing/Lending Statistics – 13 clusters (monthly)
INN-Reach Reports (8 reports) – 14 clusters (monthly)
Patron Loads – 45 institutions (weekly)
Note: some institutions send student files separately from fac/staff files
Note: institution or vendor sends ready for processing
PUA Notices – 10 clusters (daily)
YTD Rollover – 7 clusters (annually)
Note: some clusters perform this RMO themselves

Serials
LHR (Serial Holdings) Uploads to OCLC – 10 clusters (quarterly)
Miscellaneous record loads – varies from almost daily to one time loads (as needed)

SysAdmin
Clear System Messages – 10 clusters (monthly)
Purging Bounced E-Mails – 10 clusters (monthly)

Help Desk

The types of issues that are dealt with on the Help Desk vary widely.

Some examples are:

- "Where do I find this" questions
- System changes
- Software bugs
- WebOpac maintenance
- Changes to or new load tables for loading records
- "How does this work" questions
- "This is broken, please fix it" issues
- Broken Links
- Freeing Busy Records

Other

Projects – This is probably the biggest "other" we have, a short example list is below)

- Agency Software
- Encore Software
- Hardware issues – servers, electrical, telecom
- Security
- Remedy
- Single Sign-On

Help Desk Coordinator Duties

- Opening calls
- Preparing reports
- Posting reports

After Hours Pager – This is rotated monthly among the operations/help desk staff.

Creating and Maintaining Access Databases and Excel Spreadsheets

Conferences/trainings

FY07 Accomplishments

- Help Desk Open Call Review
- Release 2006
- WebPac Pro Upgrade
- Agency planning
- Single Sign on
- Remedy upgraded (open calls ticket tracking system)
- Server set up and data migration for 10 Millennium Servers
- Data Center Power Redundancy Review and Data Center Power Conversion

In the Works for FY08

- Agency Implementation
- Innovative Interfaces Inc.
    - Volunteered to be beta testers for the III Help Desk phone tree and Millennium printing
- Remedy open calls system
    - Improving the functionality of look up ticket interface
    - Developing ticket creation interface
- Single Sign On
    - Complete project
- Web OPACS
    - Working on Web OPAC Editor certification program

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Operations Statistics for July 1, 2006 – June 5, 2007

	Total Records	Bibs. Created	Bibs. Overlaid	Items Created	Orders Created	Authorities	Patrons	Records Uploaded
GRAND TOTALS:	**11,357,486**	**249,380**	**77,248**	**428,942**	**8,350**	**2,332,226**	**8,457,082**	**1,374,209**

Routine Maintenance Loads

TOTAL Routine Records:	**10,825,262**	TOTAL Routine Bibs:	**30,451**	TOTAL Routine Items:	**24,250**

Miscellaneous Loads

	Total Records	Bibs. Created	Bibs. Overlaid	Items Created	Orders Created
TOTAL MISC. RECORDS LOADED:	**532,224**	**218,929**	**77,248**	**404,692**	**8,350**

Types of Loads

	# Of Libraries
CBTS	1
TDNet - eSerials	1
Ingram	1
TREN ebooks	1

	# Of Libraries
ABC Clio	1
ACLS - eBooks	2
CQ Researcher	2
ebrary	2
Gale	1
Making of Modern Law - eBooks	1
NetLibrary	13
Oxford Reference Online	1
PsychBooks ebooks	1
Safari	2
Serial Solutions	4

	# Of Libraries
Blackwells N.A	1
Emery-Pratt	3
Midwest Library Service	1
Naxos	1
OCLC eJournals	1
eBooks	1
YBP **	4
** YBP is done daily for Quest	

Help Desk Statistics for July 1, 2006 thru May 28, 2007

Remedy Tickets Opened	890
Remedy Tickets Closed	905
Phone Calls received	2743

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User Services
FY07 Accomplishments

EDIFACT Implementation
Fran developed training and delivered an online session to 42 people.

YBP/GOBI Informational Sessions
Mark and then Jim worked with Jean and Michael of YBP to schedule regional informational sessions for the MOBIUS statewide cooperative book purchase program.

Release 2006 updates
Fran, Jim, and Mark vetted the Millennium Release 2006 and developed update sessions and handouts for the affected portions of the system. The sessions were delivered online and recorded in Centra for later playback.

Authority RFP
Jim worked with a subcommittee of MCDAC to write functional specifications for authority processing service for a request for proposal

Implemented New Courier Service
We worked with 1st Choice Courier and Distribution to hold a webinar introducing the new courier and changes to procedures.

New Courier Bags
Mark worked with a subcommittee of MAAC to write specifications for new courier bags. Mark worked with UM procurement to get the invitation for bid issued. The winning vendor has our order and I have approved the proof for the imprint on the side of the bags.

Training Catalog
Mark, Jim, and Fran worked on the training catalog.

Committee Liaisons
With MCO's rededication to the advisory committees, each person in User Services took on a committee. (MERAC- Fran and Abbey, MCDAC- Jim, and MAAC and MACPAC- Mark)

Electronic Resources
Fran and Abbey also took on responsibility for a portion of the electronic resources program.

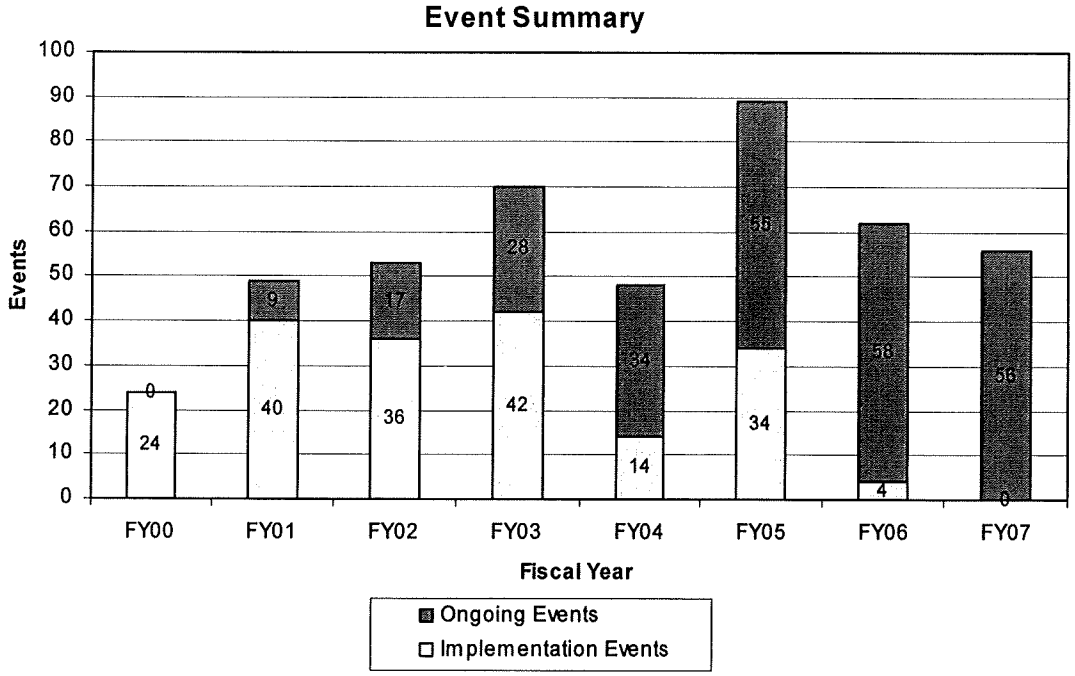
Web Site
Abbey moved over to User Services to tackle what may be our largest project, a new MOBIUS web site. Abbey immediately began learning about the current web site and working on selecting a new content management system. She also selected needed reference books and manuals. Mark and Abbey identified relevant training opportunities. Abbey has been to PHP Essentials, LITA Regional Institute "User Centered Design: Design Process and Usability," and LAMA Regional Institute: Mission Possible: Practical Project Management.

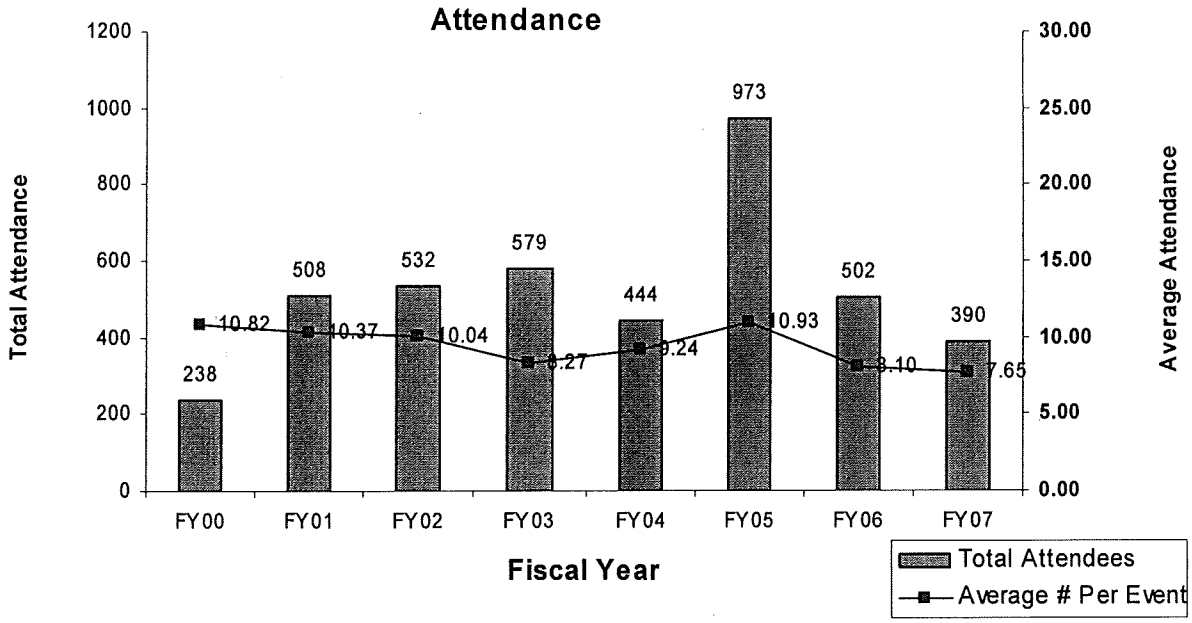
Saint Louis University Cleanup
After SLU withdrew from MERLIN, Jim identified blind authority records with no "see" cross references. Colleen Smith resolved about 250 of them. The MERLIN catalogers decided they would continue on their own.

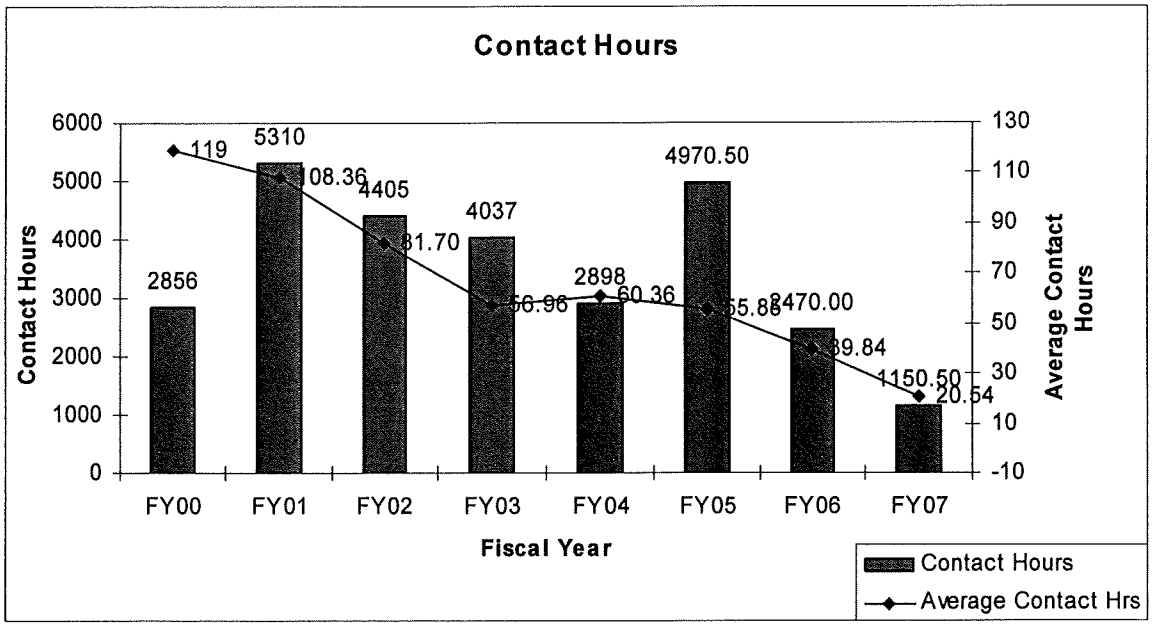
Training Statistics for July 1, 2006 thru May 31, 2007

	FY07	FY06	FY05	FY04	FY03
Attendance:	**390**	502	973	444	579
Contact Hours:	**1150.5**	2470	4,971	2,898	4,037
Events:	**51**	62	89	48	70

- For the first time since MOBIUS began, we had no implementation related training events
- Centra accounted for 40% of our training sessions
- The number of events was in line with previous years, but the attendance and contact hours continue to drop as a result of smaller sessions, particularly online sessions which typically have fewer than 8 participants
- Bucking that trend, an online Create Lists training session we cooperatively produced with Mary Ann Mercante of Maryville University had 56 attend.




Attendance
Total Attendance
Average Attendance
Fiscal Year
FY00
FY01
FY02
FY03
FY04
FY05
FY06
FY07
238
508
532
579
444
973
502
390
10.82
10.37
10.04
8.27
9.24
10.93
8.10
7.65
Total Attendees
Average # Per Event


Contact Hours
Contact Hours
Average Contact Hours
Fiscal Year
FY00
FY01
FY02
FY03
FY04
FY05
FY06
FY07
2856
5310
4405
4037
2898
4970.50
2470.00
1150.50
119
108.36
81.70
56.96
60.36
55.86
39.84
20.54
Contact Hours
Average Contact Hrs