

## **Office Manager's Report April 2023**

**Interlibrary Loan (ILL):** I held two live webinars for updates to the Peabody Interlibrary Loan (ILL) services on Monday, April 3<sup>rd</sup>, and Friday, April 7<sup>th</sup>. In total we had 27 people attend! I got some positive feedback from attendees about how it was nice to have a live session and demonstration about this topic aside from the recordings available on the WPLC website, and it got me thinking that it may be good to offer something like this either annually or semi-annually.

I still intend to make an FAQ guide available from questions asked during the events as well as make a clean recording of the presentation for folks to watch on demand. It's on my list of imminent things to do, but so are many other things at this point. I'm hoping to make them a top priority next week after things settle out post-Advocacy Day & Administrative/Board meetings.

During the webinars, an issue was brought to my attention regarding email alerts for Peabody requests. I'm unsure how long it has been going on, but several ILL participants reported that they have not been receiving "Requests Pending" emails after I submitted a request for their location in Peabody. I will be working to resolve this alongside other website issues, but you can always check for pending requests by logging into Peabody and clicking the "Get Pending" link at the top of the homepage.

A reminder, if you are not currently participating in ILL and would like to join, please feel free to reach out to me via email. Additionally, if you wish to adjust any lending terms (such as the items you are willing to lend through OCLC), please let me know. The main guideline in place is that you do not make requests for items through OCLC that you would not lend out in kind.

**VLC Library MARC Record Requests:** I've been able to keep record turnaround times consistent over the past month. Slowdowns tend to happen the week of WPLC Administrative/Board meetings, but I'll have them back to normal shortly after.

**WPLC Website Performance:** There's been an increase in errors that the WPLC website has been running into over the past two weeks. Most commonly we run into an issue with an "Error 503" page displaying when trying to interact with any of our web pages, and our web host has a dedicated fix that allows me to get it back up and running again almost instantly. However, the fix is not automatic meaning that if something happens while I'm out of the office or engaged with another task, it may be a couple of hours before I notice and can get it resolved.

Our Webhost had a networking problem that they encountered on Monday, 4/24, and it caused an additional issue with web browsers timing out whenever they try to interact with a WPLC webpage. I received confirmation that the issues the website was experiencing on Monday were related to this, not the standard error that we commonly encounter. I had intended to contact our web host on Monday regarding the ongoing problems we've been experiencing but given the infrastructure issues that the host was already experiencing, I will contact them for troubleshooting later this week instead.

**WPLC Policies and Procedures:** I've started work on the WPLC Policy Manual and curating a separate Procedure manual for items in the Policy Manual that do not require explicit Board approval to adjust (things like daily workflows, not big overarching policies that govern WPLC activities). It's a work in progress, and I've been gathering some policies from other Michigan coops to compare the language between them and ensure we aren't missing anything.

**Event Calendar:** If there is an event that you think would be of interest to WPLC members (webinars, conferences, etc.) and you do not see it on the WPLC website's calendar page, please feel free to forward it to me! I would appreciate the tip and be happy to add it to the calendar. I try to keep expanding the net of resources I pull from to make sure that a variety of events are offered and that those included on the calendar are as broadly useful to you all as possible.

**Changes to business hours, contact info, etc.:** If there is a change to your website, operating hours, or contact information for your library, please let us know so that we can keep the directory up to date.