

# SEO ANNUAL REPORT 2023



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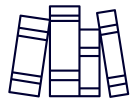
# SEO Service Center Composition



98 Library Systems



282 Service Point Locations Covering 50 Counties



7,931,182 Circulating Materials



754,329 Registered Borrowers



1,439,075 Bibliographic Records

## CUSTOMER SERVICE



10,660 Customer Service Calls



8,460 Customer Service Tickets



289 Remote Desktop Support Sessions

**19,409 Total Customer Service Interactions**

# Circulation

## ● Consortium Circulation

Total Combined Circulation for all Member Libraries - 12,502,740

Non-Member Resource Sharing - 91,605

40 Public Libraries - 84,977

8 Correctional Institutions - 6,628

OCLC Filled Interlibrary Loans - 5,244

Periodical Requests - 213

## ● Digital Collection Circulation

Total Combined Digital Circulation for all Member Libraries - 2,359,308

Adult E-book Circulation - 1,108,404

Audiobook Circulation - 907,586

Juvenile & Young Adult E-book Circulation - 205,871

New Registered Electronic Resource Cards - 15,016

## ● SEO Circulating Collection

1,309 Ellison Die Cuts In Catalog

139 Book Kits Added to the Catalog

**Total Number  
of Library  
Visits 10**



# Patron Engagement

## ● SEO Libraries App Usage

Total Holds Placed - 335,919 (45% Increase from 2022)

Total Searches - 805,607 (36% Increase from 2022)

New Devices Using App - 48,635 (6% Increase from 2022)

Completed Click & Collect Curbside Sessions - 768 (21% Decrease from 2022)

# User Experience

## ● Niche Academy Usage

**Niche Academy Statistics Total 2023 - 8,617 (6% Increase from 2022)**

Online Catalog Tutorial Views - 4,214

Serving Every Ohioan Tutorial Views - 3,906

Technical Services Committee Views - 437

ASL Storytime Views - 60

## ● Technical Services Committee

Records Created by Owning Library - 1,127

Records Created for Other SEO Consortium Libraries - 1,130

**Total Number  
of Records  
Created 2,257**



## ● **Library Notification Services**

Patron Point Emails Sent - 1,272,593

Patron Point Texts Sent - 898,139

Patron Notifications Through Patron Point - 1,272,593

## ● **Cataloging Enrichment Services**

Syndetics Unbound Patron Interactions - 383,954

Syndetics Display Widgets Viewed by Library Websites 838,740

Book Covers Loaded in Searches 122,762,161

Patron Interactions with Display Widgets 94,219

EBSCO Discovery Total Database Searches - 146,490,008

EBSCO Full Article Requests - 13,425,726

## ● **Security**

New Palo Alto Security Firewall Utilized for Symphony Workflows Client Access

Security Lockdown of all Vendor Access to SIP Services

OPLIN Provided Mask Service Implemented for Greater Protection of SIP Services



# Highlights

Patron Point Community Engagement Platform was Launched for the Members of the Consortium

Started Offsite Storage Pilot Program

Updated Database to Include Accelerated Reader Reading Level & Lexile Searches in Symphony Workflows

Enterprise Search and Discovery Catalog Upgraded to Version 5.2.1.2

Reviewed, Combined, and Implemented New Features in BLUEcloud Analytics Reports

SEO Libraries App was Migrated from SirsiDynix to SOLUS for Platform Hosting and Continued Service Development

Added Checkout and Renewal to Date Counters to Workflows

May 2023, SEO Team Hosted the SEOHUG Virtual User's Group Meeting for Consortium Members

May 2023, SEO Management Team Hosted Virtual Director's Meeting

