



UUG

2018

ORLANDO

# DATA GONE BAD

Finding inaccurate data and cleaning it up

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# Patron Data

- Incorrect data may affect patrons in multiple ways
  - ◆ Don't receive overdue/hold notifications
  - ◆ Don't receive marketing information
  - ◆ Don't receive collection agency notifications
  - ◆ Aren't able to be found as quickly by staff
  - ◆ Can't access their accounts



# Reports for Staff

- Patron Information:
  - ◆ Birthdates, email addresses, phone numbers, names, guardians
  - ◆ Expiration date
  - ◆ Notice preference
  - ◆ Marketing communication fields
  - ◆ Card types



- Data Entry Errors
  - Adult-Only
  - Birthdates
  - Child-Only
  - Educators
  - Email Addresses
  - Expiration Dates
  - Guardian
  - Library E-Updates (P1)
  - Friends of the Library (P2)
  - Library Foundation (P3)
  - Notify Via
  - Phone Numbers
  - User Addresses
  - User IDs
  - User Names



## Data Entry Errors - Adult-Only

April 18, 6:39 a.m.

Adult-Only cards with birth dates indicating the patron is younger than 18 years old will show up on this list. If the birth date cannot be fixed, please put a manual block on the card and add an appropriate note. Once the card is blocked, it will not appear on this list.

Library	User ID	Name	Fixed-Field Birthdate	Problems
Covedale	6353	Isaiah S	1/24/2001	<i>too young</i>

## Data Entry Errors - Phone Numbers

April 18, 6:39 a.m.

This is a list of all the phone numbers that are listed incorrectly on patron's cards. Phone numbers are to be entered as a string of 10 digits, area code first and then the phone number (ex. 5135551234). There are to be no slashes, dashes, periods or parentheses in the phone number field. If a phone number appears to be correct, please check it carefully. Any errors that exist cause staff problems when trying to search for a patron by phone number. If a patron does not choose to have a phone number listed, DO NOT leave the field blank. It must be entered as 9999999999. Also, the teleforms server that makes the automated phone calls does not handle extensions, so do not include those in the phone number field. At no time, should there be any comments or words in this field.

Library	User ID	Name	Phone Number
Anderson	6377	Andrea	





## Data Entry Errors - Guardian

April 18, 6:39 a.m.

This report contains errors for missing guardian fields. Guardian fields are required on cards where a customer is under the age of 18, and the card type is not child-only or teen-only. Please edit the card with the correct information. Guardians should be entered Lastname, Firstname. Please bar the card with an appropriate note if the guardian field can not be fixed. Once a card is barred it will not appear on the list.

Library	User ID	Name	Guardian	Problems
Anderson	6392	Aaron		<i>empty guardian field</i>
Covedale	6353	Isaiah S		<i>empty guardian field</i>
Northside	6311	Heaven M		<i>empty guardian field</i>

## Data Entry Errors - User Addresses

April 18, 6:39 a.m.

This is a list of users in which the city, state, zip or county is incorrect. Please edit the card and correct the information. You may be able to use [Reference USA](#) or the [Post Office Zip Code Lookup](#) websites to find the correct information.

Library	User ID	Name	City, state	County	Zip	Problems
Anderson	6395	Tisa	Anderson, OH	Hamilton County, OH	45255	<i>'Anderson, OH' is not a city or village in Hamilton County, OH</i>
Anderson	6395	Andrea R	Batavia, OH	Hamilton County, OH	45103	<i>'Batavia, OH' is not a city or village in Hamilton County, OH</i>
Blue Ash	6399	Nicholas R	Mason, OH	Hamilton County, OH	45040	<i>'Mason, OH' is not a city or village in Hamilton County, OH</i>
North Central	6395	Dan M	Cincinnati, OH	Hamilton County, OH	45011	<i>'Cincinnati' is not a city in 45011</i> <i>45011 is not a zip code in Cincinnati, OH</i>



## Data Entry Errors - Educators

April 18, 6:39 a.m.

This report contains errors for incorrect expiration dates (Educator cards should expire on either 8/1/2016 or 9/15/2017 depending on when they were created or renewed), invalid birthdates (ex. a person who is 2 years old shouldn't be an Educator) and no school information in Address 2. If necessary, please refer to the [Library Card Applications Job Aid](#) for more information on data entry for Educators.

You can hopefully correct these errors by looking at the card applications, looking to see if the user has another card to find the correct birthday, or correcting the expiration date. If the person is a home schooler, please type Home school (or homeschool) as the name of the school. Once a card is barred it will not appear on the list.

Library	User ID	Name	School	Fixed-Field Birthdate	Expires	Problems
Madeira	6389	Annamarie K	Our Kids Place	12/18/1987	9/1/2019	wrong expiration
Main Library	5804	Educator V. Test		1/1/1986	9/15/2018	no school
Norwood	6104	Morgan M	Norwood View Elementary	12/19/1991	4/30/2023	wrong expiration
Symmestownship	6378	Sara		7/2/1985	5/1/2018	no school wrong expiration

## Data Entry Errors - Library Foundation Notices

April 18, 6:39 a.m.

This is a list of all cards that do not have the Library Foundation Notices (P3) filled in correctly. The field may not be left blank. Based on what the user put on the card application, the field should be changed to either YES or NO.

Library	User ID	Name
Anderson	6392	Mildred R
College Hill	6397	Ericka
Deer Park	6398	Mya N





# Reports for ILS staff

- Barcodes
- Duplicate barcodes
- Multiple names in patron record



## Data Entry Errors - User IDs

April 18, 6:39 a.m.

Corryville	SR241602	Lauren M Yoder	Unlimited
Groesbeck	\63912752	Joseph Jordan	Unlimited
Harrison	SR244747	Oliver E Miller	Child Only (7 Items)
Main Library	663850515	Honessty I James	Child Only (7 Items)
Main Library	PRE IC/63653547	Parish J Felder	Unlimited
Main Library	SR244046	Nyla D Wells	Teen Only (7 Items)

	A	B	C	D
1	record_number	barcodes	fullnames_listed	
2	p2165577a	6277	Erin L, Erin L	
3	p2289724a	6375	Jasmine, Jasmine	
4				
5				
6				
7				

	A	B	C	D	E	F	G
1	created_date	barcode	patron_reccpatron		ptype	last_circ_activity	expiration_date
2	5/5/2015 9:34	18596403	p2090963a	Galapagos, Rabbit 1990	0	4/11/2018 13:16	4/11/2023 4:00
3	7/18/2012 21:19	18596403	p1005164a	Lazaraton, Laura B 1960	0	4/18/2018 15:00	4/17/2023 4:00
4							



# Item Data

- Incorrect Item Data may affect the following:
  - ◆ Patrons and staff not knowing where an item really is/who has it checked out
    - Duplicate barcodes are a circulation nightmare
    - Items are shelved incorrectly
  - ◆ Items not existing in the catalog
  - ◆ Patrons aren't correctly credited for returning items
  - ◆ Long Intransit process may update incorrectly



# Reports for Staff

- Circulated On-Order Items
- Long Intransit Items
- Short-Term Holds
- No Longer New
- Item Data Consistency

## Reports

- Claims Returned
- 90 Day Claims Returned(updated each month on the 15th)
- Educator Renewal Alert
- Outpatron Renewals
- Bookclub Renewals
- Short-Term Holds (updated each month on the 1st)
- Shelflists
  - Circulated On-Orders(updated each month on the 15th)
  - Long Intransit Items (updated each month on the 15th)
    - New Long Intransit
    - Still Long Intransit
  - Missing Items (updated quarterly on the 15th)
  - Main Missing Items (updated weekly)
  - Last Copy Missing (updated weekly on Sundays)
  - New Release DVDs (updated each month on the 1st)
  - Older DVDs (updated each month on the 1st)
  - No-Longer-New (updated each month on the 15th)
  - Main Displays (updated weekly on Mondays)
  - Item Data Consistency (updated daily)
  - Repair (updated each month on the 1st)



## Shelflist - Circulated On-Order Items

On-Order items that have circulated at least once

Anderson - April 15, 2018

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### Fiction

Lone rider / Lindsay McKenna.  
*McKenna, Lindsay,|d1946-|eauthor.*  
A000059940140

Book

### Fiction

Girls bum brighter / Shobha Rao.  
*Rao, Shobha,|eauthor.*  
A000059806127

Book

### Fiction

Eleanor Oliphant is completely fine : a novel / Gail Honeyman.  
*Honeyman, Gail,|eauthor.*  
A000059818205

Book

## Short-Term Holds Report

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04/01/18

Items charged to HOLDSHELF before 03/01/18.

These are items that started as phone requests and have been checked out to the various Holdshelf cards and never pulled and discharged from the Holdshelf. You will need to look for the items on your holdshelf and then on your regular shelves until the items are found. Once found, the items need to be discharged. If items are not found, discharge the item (Check in-do not fulfill holds) and change the item status to MISSING. If items are being used for staff purposes, they are to be checked out to the agency card.

Anderson

## Anderson

Location	Call Number	Title	Barcode	Date Charged
Anderson New Arrivals	158.12 W691 2016	Growing up mindful : essential practices to help children, teens, and families find balance, calm,	A000051411999	01/26/2018
Anderson Juvenile Biographies	941.085092 qD538ZLa 2017	Who was Princess Diana? / by Ellen Labrecque ; illustrated by Jerry Hoare.	A000052985512	11/10/2017



## Item Data Consistency

April 18, 2018

### item data consistency

The items on these reports have inconsistent data in the record(s) among the Item Type, item Location, and bibliographic MatType/Format. In most cases, there is a mistake with the Item Type or Location code. Examples: The Format in the bib record is Music CD and the Item Type in the item record is Book on CD. The Item Type in the item record is Juvenile Book, and the Location in the item record is anaf. Classics that can be either adult or teen are excluded from this list. Item Type and Location may be corrected even if an item is checked out to a user. **Do NOT change any fields in the bib record (Ex. Format (MatType)).** If you think there is an error with the bibliographic record, please contact the Cataloging Team Lead/Cataloging & Processing Department. If you have any other questions, please email [ILSHelp@cincinnati.library.org](mailto:ILSHelp@cincinnati.library.org). This report is important for maintaining floating collections, locating materials on the shelf, reporting accurate counts for statistics, and collection maintenance (weeding, etc.).

call number item type problem(s)	title statement location	item ID last charged
DVD Anime M678 2017 DVD/Videocassette	Miss Hokusai = Sarusuberi / baadn	A000052938438 2018-04-03 13:59:02-04
<i>Item Type and Branch Location (Suffix) are not consistent.</i>		
Periodical Magazine	Bulletin of the Center for Children's Books. / baard	A000057339988
<i>Item Type and Branch Location (Suffix) are not consistent.</i>		





## New Too-Long In-Transit Items

April 15, 2018

items that have been In-Transit too long recently

These items have a LONG INTRANSIT status (g), which means they have been in transit for at least 3 weeks. **Please look for these items on your shelves (public areas, stacks, and hold).** If the item is found, please check in the item (check-in no patron), which will either 1) put the item IN TRANSIT again to the correct agency, 2) receive it so it now says it is on the shelf at your own agency, or 3) receive it for an available hold to be picked up at your agency. The items will all appear on 2 different agency's lists - the sending agency and the receiving agency. ILS staff will mark WITHDRAWN any items still LONG INTRANSIT after one year, as well as clear old messages.

### Fiction ( Book )

Fool me once / Harlan Coben.  
*Coben, Harlan, 1962-|eauthor.*

A000050602150 sent from Reading to Blue Ash on Mar 09 2018 **for hold**

### Easy ( Juvenile Book )

Wendell the narwhal / [written and illustrated by] Emily Dove.  
*Dove, Emily, 1985-|eauthor,|eillustrator.*

A000050370188 sent from Blue Ash to Anderson on Mar 22 2018 **for hold**

### Easy ( Juvenile Book )

PAW Patrol. Save the school bus! / adapted by Mickie Matheis ; illustrated by Fabrizio Petrossi.  
*Matheis, Mickie.*

A000055599732 sent from Blue Ash to Symmes Township on Mar 24 2018 **for hold**

### CD-Jazz Treadwell T784ja 2006 ( Music on CD )

Jazz with O.T. : [radio show, WGUC] / [sound recording].  
*Treadwell, Oscar.*

A000005046982 sent from Main Library to Blue Ash on Mar 24 2018 **for hold**



# Reports for ILS Staff

- Reports are a mixture of create lists and SQL queries
- Scheduling of reports varies based on “urgency” of fixing the problem and time required by staff to fix the issues



# Create List Reports

- Claimed Returned Items
  - ◆ Billed
  - ◆ No longer Claims Returned
- Intransit too Long
- Long Intransit to Withdrawn
- On the Fly items
- Statute of Limitations
  - ◆ Billed Items
  - ◆ Claims Returned Items not Billed
  - ◆ Claims Returned Items Billed
  - ◆ Long Overdue Items



Editing Query:CRItemsDetail

Template

Include Record Information

Store Record Type:

Review File:

Classic

Term	Operator	Type	Field	Condition	Value A	Value B
1		ITEM	Internal Note	has	claimed	
2	AND	ITEM	Status	equal to	n	

ITEM Internal Note has "claimed" AND ITEM Status equal to "n"

Save Save As Cancel

Editing Query:CRItemsNotCRStatus

Template

Include Record Information

Store Record Type:

Review File:

Classic

Term	Operator	Type	Field	Condition	Value A	Value B
1		ITEM	Internal Note	has	claimed returned	
2	AND	ITEM	Status	not equal to	z	
3	AND	ITEM	Status	not equal to	n	

ITEM Internal Note has "claimed returned" AND ITEM Status not equal to "z" AND ITEM Status not equal to "n"

Save Save As Cancel



Editing Query: IntransitTooLong

Template

Include Record Information

Store Record Type:

Review file:

Classic

Enhanced

JSON

Term	Operator	Type	Field	Condition	Value A	Value B
1		ITEM	Message	has	in transit too long	
2	AND	ITEM	Status	not equal to	g	

ITEM Message has "in transit too long" AND ITEM Status not equal to "g"

Save Save As Cancel

Editing Query: PERM Criteria Not Used

Template

Include Record Information

Store Record Type:

Range:  Start:  Stop:

Classic

Enhanced

JSON

Term	Operator	Type	Field	Condition	Value A	Value B
1		ITEM	Last Checkin	less than	04-14-2013	
2	AND	ITEM	Status	equal to	L	
3	AND	ITEM	Internal Note	has	cleaned returned	
4	AND	ITEM	Lostrate	equal to	0	

ITEM Last Checkin less than "04-14-2013" AND ITEM Status equal to "L" AND ITEM Internal Note has "cleaned returned" AND ITEM Lostrate equal to "0"

Save Save As Cancel



# SQL Queries

- Duplicate item barcodes
- Weekly Item Level Holds
- Multiple intransit messages on items
- Holds with no active copies
- 90 Day Holds





	A	B	C	D	E	F	G	H
1	barcode	num_occu	item_recor	icode1	itype_code	title	item_created	item_updated
2	A000060843879	2	9849300	0	0	Eat a little	4/13/2018 14:48	4/18/2018 12:27
3	A000060843879	2	9849210	0	20	Living a lif	4/13/2018 14:28	4/18/2018 12:14
4	A000060843887	2	9849301	0	0	Eat a little	4/13/2018 14:48	4/18/2018 12:27
5	A000060843887	2	9849211	0	20	Living a lif	4/13/2018 14:28	4/18/2018 12:14
6	A000060843895	2	9849302	0	0	Eat a little	4/13/2018 14:48	4/18/2018 12:27
7	A000060843895	2	9849212	0	20	Living a lif	4/13/2018 14:28	4/18/2018 12:14
8	A000060843903	2	9849303	0	0	Eat a little	4/13/2018 14:48	4/18/2018 12:27
9	A000060843903	2	9849213	0	20	Living a lif	4/13/2018 14:28	4/18/2018 12:14

	A	B	C	D	E	F	G	H
1	item_record_nu	item_barcode	intransit message					
2	3468867	094131995203	Fri Apr 06 2018 03:20PM: IN TRANSIT from xkbach to 2ga					
3	5006384	1782716-1002	Tue Apr 03 2018 04:21PM: IN TRANSIT from xdschwei to 1fa					



item_barcode	patroptype	item_record_n	item_stat	checkout_gmt	loanrule_c	vol_recorc	bib_record_nu	volume_n	placed_gmt	full	pickup_loc	best_title	best_author
A000031994221	6375:0	i5398354a	-	2018-04-17 10:10			b2789143a		2018-04-11 11	Heic an		You can't s	Gassman, Julie.
A000042017921	4247:0	i7820459a	-	2018-04-17 18:11			b2981381a		2018-04-15 21	Mar wy		The everyt	Whetzel, Susan.
A000056190127	5076:0	i9514532a	g				b3293520a		2018-01-17 12	Hen wy		The end of	Forsman, Charles, author, a
A000058424342	5844:0	i9830669a	m				b3335342a		2018-02-14 12	Wat gr		Phantom thread	
A000059336380	6225:0	i9753529a	g				b3331405a		2018-02-20 17	Trac dt		Offerings	Typhoon (Musical group), c
A000055714075	4996:0	i9447648a	-	2018-04-16 17:17			b1777454a		2018-03-31 15	Fren sm		Tombstone [videorecording]	
A000058941578	4041:0	i9762592a	g				b3328735a		2018-01-10 13	Ara dt		Daddy's home 2	
A000059924441	4814:0	i9825069a	m				b3330719a		2018-03-22 12	Hac l nw		I was Anas	Lawhon, Ariel, author.
A000058427147	5844:0	i9830181a	m				b3336900a		2018-03-01 11	Wat gr		The greatest showman	
A000057173130	5288:0	i9839408a	-	2018-04-17 12:7		j1479666a	b1948611a	NO. 110 M	2018-04-09 12	Beh ns		The English home.	



Questions?

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