Tech Support Minutes

Tuesday, July 24, 2012 | 9:15 am

Downtown Library, Lee B. Brawner Conference Room

Attendance: Kay Bauman, Janet Brooks, Kellie Delaney, LaVetta Dent, Anne Fischer, Teresa Goggins, Mary Long, Karen Marriott, Donna Morris, Todd Podzemny, Kevin Sendall, Kim Terry, Jimmy Welch

Welcome

Kay Bauman welcomed the new members of Tech Support. They are:

- LaVetta Dent, VI
- Mary Long, CAT
- Todd Podzemny, ED
- Kevin Sendall, CT

New Business

Kay Bauman discussed the original purpose of the Tech Support committee as a way to address staff and customer suggestions on our integrated library system (ILS). The committee was comprised to gain different perspectives of users at all levels. With upcoming changes to our technology philosophy and the process of moving to a new ILS, the committee will evolve. One impact is that no more modifications to the ILS System will be made since we will be moving to a different one.

As the ILS Task Force researches other integrated library system vendors, the Tech Support committee members will play some part in testing new ILS software and systems and provide perspectives on their use. There is no timeframe of involvement at this time.

IT will be creating an automatic email return on the Tech Suggestions and Tech Concerns email addresses alerting them on next steps. Staff with a tech concern should contact IT and have a computer operator log the concern for further testing.

Update on Action Items:

1. Kim, Kellie, and Jimmy will form the MLS Events ad-hoc committee to create a prototype for categorizing events on the online event calendar.

    a. Library system is currently exploring different calendar systems at this time and no need to create an ad-hoc committee.

2. IT will work on added the .ogg extension to customer computers.

    a. Completed.

3. Jimmy will create a prototype of the V-Circ customer tab flags.

    a. Jimmy created a prototype of VCirc customer flags and gave a demonstration. Based on feedback from Circulation Forum, six flags were created. Each flag has its own set of rules:

Rule	Set by Staff	Updates to Flags	Auto Drop-off	Displays on CyberMARS
Update phone number	X	All staff can update/remove flag.	Never	
Customer requests to check ID	X	All staff can update/remove flag.	Never	
Damaged/Missing Materials form sent to customer	X	Only the location who set the flag can update/remove it.	6 months	
Uncataloged item on reserve shelf	X	Only the location who set the flag can update/remove it.	1 month	X
Lost item(s) or card held at desk	X	Only the location who set the flag can update/remove it.	3 months	X
Security alert: local suspension of privileges or warning letter	X	Only the location who set the flag can update/remove it.	6 months	

b. Discussion took place on the implementing this new feature. Possible concerns included not being able to move this functionality to new ILS and staff training. Positives included the prototype has already been completed and would be easy to implement.

c. Tech Support decided to move forward with implementation and set a launch date of Monday, August 20th, 2012. Kay will work on announcement and training for this new feature.

4. iFind will be presented at the managers meeting for more discussion and to create a proper time frame for release.

a. Completed and iFind has been released.

5. IT will set up srConfirm on the Edmond iPads for testing.

a. Completed.

6. Unlocking the optical drives on public computers will be discussed at the managers meeting for a consensus.

a. Managers of Library Operations discussed this topic and decided against moving forward with unlocking the optical drives.

7. The following statement will be added to the cyberMARS "You will receive a notification when your reserve is ready for pickup." It will appear after a reserve has been submitted.

a. Completed.

8. The cell phone provider, Consumer Cellular will be added to the list to receive text message notifications.

a. Completed.

9. The number of total checkouts will be added to customer receipts.

a. Completed.

10. The following statement will be added to the cyberMARS reserve pick-up page "You must check this material out with the card you placed the reserve on."

    a. Completed.

11. Allowing spouses, children, etc. to pick up/check out materials will be discussed at the managers meeting.

    a. Due to the state statute that mandates the protection of library customers' privacy and our current software and large customer base, this is not feasible. Discussions on this topic took place at Circ Forum and Managers of Library Operations meetings. A FAQ is being prepared by PLA and MAC and will be placed on Metrolibrary.org.

12. Jimmy will talk to the business office about adding internet printing to the 820 copy fund in v-circ.

    a. Business Office discovered this is no longer needed and can all be categorized under copies.

Standing Topics:

Internet/Intranet

Kellie gave a brief update on the standing of Internet and MyMetrolibrary. New updates have been implemented due to staff suggestions.

ILS Issues

1. Add Accelerated Reading level to catalog entries

    a. Tech Support discussed this item and discovered it is not cost effective at this time and due to pending updates no new changes to cataloging entries will be implemented.

2. Add a "text your turn" function on the computer sign in system

    a. Tech Support agreed this is a great suggestion. However, no additional functionality will be added at this time because of the change to ILS and other computer software.

3. Create separate look-up function for self-pick up reserves

    a. Due to the upcoming change over in ILS and other computer software, this update will not be implemented.

4. Add Space between 4 letters of last name and 4 last digit of library card in pull list.

   a. The need for the suggestion was unclear to all committee members and due to the upcoming change over in ILS and other computer software, the committee agreed that we need to pursue it further.

5. Add holiday and closing dates on Staff Leave Calendar

   a. IT has added the 2012 Holiday and closing dates to the Staff Leave Calendar. When the 2013 dates are finalized by the Commission, IT will update on the Leave Calendar as well.

6. Change the blinking dots on the magazine landing page in cyberMARS

   a. Due to the upcoming change over in ILS and other computer software, this update will not be implemented.

7. Add additional space in name field in customer tab on VCirc.

   a. Due to the upcoming change over in ILS and other computer software, this update will not be implemented. However, this will be addressed in the new ILS.

8. Additional functionality to cart feature in cyberMARS

   a. Due to the upcoming change over in ILS and other computer software, this update will not be implemented.

9. Updates to express-checkout units when customer tries to check out reference material.

   a. The express-checkout units inform the customer verbally when they try to check out a reference material and encourage the customer to visit the circulation desk. The unit's sound may have been turned down to a level that was inaudible to the customer that could have caused the confusion.

   b. Units will also be updated with the new ILS system.

10. & 13 Change User ID label when customer sends job to printer or signs into a public computer.

   a. IT has investigated this issue and determined this is an issue related to the printer management software vendor. They have contacted the vendor and they have not updated the label.

11. Make reserve placement popups consistent.

   a. IT investigated this issue and believes the culprit stems from searching from the internet's search bar instead of searching directly in cyberMARS.

   b. IT will be updating this to make the reserve placement popups consistent.

12. Update iWeed app to show materials labeled "missing"

    a. Janet Brooks will visit with the person who submitted this suggestion to gain a better understanding of the request.

14. Create RSS Feed for Playaways

    a. Due to the upcoming change over in ILS and other computer software, this suggestion will not be implemented.

15. AMPs show up as DVDs on printed receipts

    a. IT has updated this to show the accurate media type on receipt.

16. Add search engines to public computer homescreens.

    a. IT and Planning have updated this.

17. Add rating system

    a. Due to the upcoming change over in ILS and other computer software, this update will not be implemented. However, this might be an option in the new ILS.

18. Add shelter address to Help function in VCirc.

    a. Due to the upcoming change over in ILS and other computer software, this update will not be implemented.

19. Remove buffer between room reserves in MLSRoom Manager

    a. Due to the upcoming change over in ILS and other computer software, this update will not be implemented.

20. Move log out link to top of MyMetrolibrary.

    a. Planning Services has updated this and created a new administrative toolbar when a user signs in. They can sign out and manage their account from the top of the page.

ILS Issue #1

Subject: AR on catalog
From: Sally Gray <sgray@metrolibrary.org>
Date: 2/9/2012 4:46 PM
To: Tech Suggestions <techsuggestions@metrolibrary.org>

Hi!

I had a customer ask last night if we would be able to put the Accelerated Reading level in our catalog entries for the books we have in the system that have an AR test for them. I figured this would be a lot of work, but I thought I would ask. I told the customer that we would be happy to look on the AR website to find AR levels for them.

Thanks,
Sally Gray
Village Library

Subject: Contact Tech Group [#21]
From: Metropolitan Library System <no-reply@wufoo.com>
Date: 3/10/2012 2:16 PM
To: techsuggestions@metrolibrary.org

Name *	Jennifer Jones
Email *	jjones@metrolibrary.org
Library or Department *	Capitol Hill
Question, Comment, Concern *	Would it be feasible to have a "text your turn" function on the computer sign in system? Customers could have the option to receive a text when it was their turn on the computer. This would not require additional equipment, and would help in libraries with multi-levels or when very crowded. Thanks!

Subject: Customer look up
From: Macey Hernandez <mhernandez@metrolibrary.org>
Date: 3/12/2012 11:25 AM
To: Tech Suggestions <techsuggestions@metrolibrary.org>

Hello,
   BE recently went to self-pick up reserves, and a couple of times there have been mix-ups and due to the way the reserves are labeled, it is very difficult to track down the correct customer. Just today, we spent almost 20 minutes on two different computers trying to find "Will 0279"   That in itself, strikes me as a waste of time and resources.   Would it be possible to create a separate look up function for the self-pick up reserves? Where we could find a customer more effeciently, thereby being able to offer better customer service, and clear up any issues that come up?

Thank you for considering this issue,
   Macey Hernandez
    BE-Circ

Subject: Space between four letters of last name and 4 last digit of library card in pull list
From: Edmond Library <edmond@metrolibrary.org>
Date: 3/15/2012 12:45 PM
To: Tech Suggestions <techsuggestions@metrolibrary.org>
CC: Ahad Marand <amarand@metrolibrary.org>

 Space between   4   letters of last name and 4 last digit of library card in pull list. Many thanks Edmond Library

ILS Issue #5

Subject: Question about Leave Calendar
From: Kelly Dalrymple <kdalrymple@metrolibrary.org>
Date: 3/20/2012 7:41 PM
To: Tech Suggestions <techsuggestions@metrolibrary.org>

I don't know whether this falls under your committee. On the Staff Leave Calendar would it be possible to mark the holiday and closing dates on there?
I think that would make it easier on staff when they schedule leave.

Thank you,

Kelly

Subject: Fwd: Question - Debra Schrunk
From: Ask A Librarian <askalibrarian@metrolibrary.org>
Date: 3/21/2012 2:29 PM
To: Tech Suggestions <techsuggestions@metrolibrary.org>

This is a tech suggestion received in the Ask-a-Librarian inbox. I have already responded to the customer in a separate email.

Buddy Johnson

Subject: Question - Debra Schrunk
From: mlsemail@metrolibrary.org
Date: 3/20/2012 8:37 PM
To: askalibrarian@metrolibrary.org

Question:
This is a general question about the website. Is it possible to stop the blinking dots on the magazine search? Some people do not respond to blinking strobe like lights in a positive way.

Name: Debra Schrunk

E-mail: schrunk2@cox.net

Card number:

Mailing Address:

City: **State:**   **Zip:**

Deadline for receiving this information:

Information needed:

Audience level:

IT suggestion

─Attachments:─

ForwardedMessage.eml   4.5 KB

ILS Issue #7

Subject: Adding additional space to the name field in V-circ
From: Jana Hausburg <jhausburg@metrolibrary.org>
Date: 3/23/2012 2:00 PM
To: Tech Suggestions <techsuggestions@metrolibrary.org>

 Greetings!

It came up in Wednesday's manager's meeting that there is a need for additional space in the name field in the customer tab on V-circ to allow for longer customer names. I know that at Capitol Hill, many of our customers have double names. It's quite a crunch getting in a name like Gonzales Rodrigues, Alejandro (to use as a made up example). Other managers mentioned seeing an increase in ethnic names.

Thanks for the consideration!

Jana

--
Jana Hausburg, Manager
Capitol Hill Library
334 SW 26th
Oklahoma City, OK 73109
(405) 606-3241

Subject: Contact Tech Support [#22]
From: Metropolitan Library System <no-reply@wufoo.com>
Date: 5/1/2012 3:37 PM
To: techsuggestions@metrolibrary.org

Name *	Kellie Delaney
Email *	kdelaney@metrolibrary.org
Library or Department *	Planning
Question, Comment, Concern *	Email suggestion from customer: I want to suggest two additions to the data saved in My Cart: publication date and date added to cart. I have a lengthy list -- it's like a running "to-read list" -- and those two pieces of data would help me prioritize it. I would also like to be receive my list as an Excel file, rather than text (as the e-mail does). Thank you!

Subject: Contact Tech Support [#23]
From: Metropolitan Library System <no-reply@wufoo.com>
Date: 5/1/2012 3:51 PM
To: techsuggestions@metrolibrary.org

Name *	Shanelle Jackson
Email *	sjackson@metrolibrary.org
Library or Department *	Downtown

Question, Comment, Concern *

Hello,

We intercepted a customer leaving with reference materials that she thought had checked-out at the express check-out. The items were recognized as reference materials ONLY because a librarian happened to be the circ desk at the time and was able to identify them.
When I asked the customer if she a had receipt for the items, she said it was her first time using the express check-out, and didn't realize she would get one. I believe the customer was telling the truth for two reasons: 1) There have been times when I've noticed receipts hanging out to the express check-out door that customers have forgetton to take and
2) when I have replaced the express check-out printer paper, it will print off several receipts that customers didn't receive and didn't even ask about.

So FINALLY, getting to my suggestion, is there any way to flag attempts of reference materials at the express check-out?

I don't know what's doable, but we've brainstormed a few things:

1. Have the machine speak and inform the customer that they cannot check-out reference materials.
2. Receive a pop-up at circ informing us of someone attempting to check-out reference items.
3. When I tried to check-out reference materials, I I believe something may have popped-up on the screen, but it went away so quickly I wasn't able to read it and didn't come back up again, even when I rescanned the item. Maybe the pop-up can repeat itself and we can add a line that tells the customer to see a librarian for more information. That way, we can give them options for materials that they can take out of the library.

Whew! That was a long one. If you've made it this far, I appreciate your time and consideration.

Sincerely,
Shanelle

Subject: Contact Tech Support [#24]
From: Metropolitan Library System <no-reply@wufoo.com>
Date: 5/2/2012 4:42 PM
To: techsuggestions@metrolibrary.org

Name *	Karen Litteral
Email *	klitteral@metrolibrary.org
Library or Department *	Warr Acres

Question, Comment, Concern *

When a library customer is printing from the public computers, he is asked to enter a User ID to send his print job to the printer. When he goes to the printer computer to release his print job, he is asked to enter his Library Card #.

To be more consistent and ease the printing process, it would be helpful to change our public computer print screen to ask for a Library Card #, instead of a User ID. Often a confused customer will enter his initials, reservation code, or other word for his User ID. Then he has trouble retrieving the print job without assistance from the staff.

I would appreciate your consideration on this topic, in order to make the printing for the public more user-friendly.

Thank you.
Karen Litteral, WA

ILS Issue #11

Subject: Contact Tech Support [#25]
From: Metropolitan Library System <no-reply@wufoo.com>
Date: 5/3/2012 12:44 PM
To: techsuggestions@metrolibrary.org

Name *	Shanelle Jackson
Email *	sjackson@metrolibrary.org
Library or Department *	Downtown

Question, Comment, Concern *

Please bear with me on this one. I really can't explain it, so I'll give you the steps to do:

1. go to www.metrolibrary.org
2. type in Breaking Dawn in the Catalog search box
3. Click on the book and request a copy
4. Choose Downtown as your library and submit, you'll get message #1: Reserve placed.
5. do a new title search for New Moon
5. click on the book and request a copy,
6. Choose Village as your library and submit, you'll get message # 2: You will receive notification when your material is ready for pickup. You must check material out on the card on which it was reserved.

I've logged in and logged back out and it seems as if message #2 sticks for all libraries. Then I went back to www.metrolibrary.org and it reverted back to message #1.

Would it be possible to have message #2 set up on all library locations and highlight (bold, caps, or red) the part about needing the card on which it was reserved?

As always, I appreciate your time and attention.
Sincerely,
Shanelle

Subject: Tech Suggestion on I-Weed Program
From: Cheryl Pernell <cpernell@metrolibrary.org>
Date: 5/9/2012 2:04 PM
To: Tech Suggestions <techsuggestions@metrolibrary.org>

Suggestion:

I don't know if I have the right department to suggest this idea in regarding the I-weed that is on the I-pad for Collection Development. Since this is a new electronic resource that the Librarians are now using in order to do our collection, it would be a good idea if we could pull up all materials that has been coded missing or any other problem transactions on it while doing our collection list. In that way we could print out the "missing material list" and send it to our email like we do our collection list. If this was done it would be a lot easier to search for materials on the shelves. The way it is done now we have to make our on list by sending it to our email address, inserting it into an Excel file, and formatting it (which is a big hassle) and then copying and pasting the problem materials all together within the excel file.

Cheryl P./DN

Cheryl Pernell <cpernell@metrolibrary.org>
Associate Librarian
Downtown Library
Metropolitan Library System

Subject: User ID when Printing
From: Kelly Dalrymple <kdalrymple@metrolibrary.org>
Date: 5/15/2012 5:06 PM
To: Tech Suggestions <techsuggestions@metrolibrary.org>

Hi,

 Almost every day someone will ask me what the User ID is on the public computers. I explain to them that it is
their library card number and everyone asks why it just doesn't say that then. Is there any way to change the wording to
"library card number" on the public computers so that the computer and printer terminology are the same and something the public
will automatically know what they are supposed to enter?

Thanks,

Kelly-WA

Subject: Contact Tech Support [#26]
From: Metropolitan Library System <no-reply@wufoo.com>
Date: 5/16/2012 11:04 AM
To: techsuggestions@metrolibrary.org

Name *	Cindy Martin
Email *	cmartin@metrolibrary.org
Library or Department *	Village
Question, Comment, Concern *	I was thinking that it might be a good idea to have an RSS feed for playaways. We have one for both fiction and non fiction CDs but I think playaways would be good as well. If I am sending this idea to you in error, and you have an idea as to who this should go to, pls let me know. Thanks for your consideration, Cindy Martin, Associate Librarian, VI

Subject: Change on customer receipt
From: Barbara Beasley <bbeasley@metrolibrary.org>
Date: 5/17/2012 10:14 AM
To: Tech Suggestions <techsuggestions@metrolibrary.org>

 Greetings,
    When a customer checks out a DVD, their receipt shows that it is DVD instead of listing the location code. The same situation occurrs when someone checks out an audiobook as the receipt identifies the item as a CD. When someone checks out a Playaway, the receipt shows the location code (F, JF, E, etc.) instead of AMP. Would it be possible to treat the AMPs in the same manner as DVDs and CDs? This would create less confusion when discussing items with customers.

Thanks, Barbara

Subject: public computer web page
From: Karen Litteral <klitteral@metrolibrary.org>
Date: 5/22/2012 9:19 AM
To: Tech Suggestions <techsuggestions@metrolibrary.org>

The opening screen has been changed on our public computers. Customers
are asking for the search engine links to be added back to the opening Internet page.
Google, Yahoo, Yippee, Ask, Alta Vista, Go.com, Hotbot, and Lycos were not
visible on their page.

Thank you.
Karen Litteral, WA

Google	Yahoo
Yippy	Ask
Alta Vista	Hotbot
Go.com	Lycos
Google	Yahoo
Yippy	Ask
Alta Vista	Hotbot
Go.com	Lycos

ILS Issue #17

Subject: Contact Tech Support [#27]
From: Metropolitan Library System <no-reply@wufoo.com>
Date: 6/8/2012 8:30 AM
To: techsuggestions@metrolibrary.org

Name *	Jennifer England
Email *	jengland@metrolibrary.org
Library or Department *	Downtown
Question, Comment, Concern *	Tech Support, I received the following suggestion from a customer via Ask a Librarian. I was wondering if the MLS ever considered offering a rating option for books by its users? Sometimes it is difficult to guess a good book without going to another website to see what reviewers think. Just a thought.

Subject: Contact Tech Support [#28]
From: Metropolitan Library System <no-reply@wufoo.com>
Date: 6/28/2012 4:34 PM
To: techsuggestions@metrolibrary.org

Name *	Shanelle Jackson
Email *	sjackson@metrolibrary.org
Library or Department *	Downtown
Question, Comment, Concern *	Hello,
	We were recently informed of a day shelter address that cannot be used as proof of address for a library card. This is the second address that we have to be on alert for. Is there a way to add these addresses under the help function on v–circ? Perhaps an additional entry under the customer folder or customer record? It will be a quick and convenient way to access that information for any staff assisting at circulation.
	Thank you, Shanelle

Subject: mls room manager
From: wendy <wgabrielson@metrolibrary.org>
Date: 6/29/2012 3:40 PM
To: techsuggestions@metrolibrary.org

Hi!!!

I (and many other librarians) are wondering if there is any way we can remove the buffering times between room reservations. We do not need buffers for the 2nd floor rooms and it is always a pain to have to work around those half hours before and after every reservation. Great if possible and we'll live if not!!!
Thank you for your consideration in this matter!
Wendy

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Wendy Gabrielson
Librarian
RJN Downtown Library
606.3876
wgabrielson@metrolibrary.org

Subject: Contact Tech Support [#29]
From: Metropolitan Library System <no-reply@wufoo.com>
Date: 6/29/2012 4:23 PM
To: techsuggestions@metrolibrary.org

Name *	Mary Strasner
Email *	mstrasner@metrolibrary.org
Library or Department *	Downtown

Question, Comment, Concern *

Many staff share computers both at service points and at offdesk stations. I do not routinely login to mymetrolibrary, so when I do, I often forget to log off when I leave a computer. I know that this happens to others because when I tried to login to send this someone else was still logged on who's not even working today! Often when staff are making transitions at computers there are distractions. It would be really helpful if every time one closed the internet, it would clear the login from the previous user. I would be more inclined to login if I thought that I was more assured of not leaving mine up as others use the computer. I might go back to checking birthdays every day! An alternate solution might be to MOVE the logout button up to the TOP of the home page perhaps beside the login. Thank you.