

## **Tech Group and ILS Team Minutes**

### **July 24, 2001**

Present: Janet Brooks, Scott Carter, Ernestine Clark, Vicki Dixon, Anne Fischer, Teresa Goggins, Jana Hausburg, Lisa Myers, Donna Morris, Debra Spindle, Judy Walden, and Jim Welch (meeting chair)

#### ILS Issues

Jana Hausburg presented several suggestions and comments from the staff for improving the various automated systems. These items were discussed. See the recommendations in the attached ILS report.

#### Color Printing

The document *Guidelines for Use of Color Printers* was discussed. (See attached document.) Agencies need to make room for one color printer that will be installed next to the reference printer. Installation is scheduled to begin in September.

#### Update on MSL system, other projects

Material Selection staff will review the new MSL system in mid August and offer suggestions for refinement. Adjustments will be made and the new MSL system will be introduced in the Material Selection workshops in November. Implementation is scheduled for January 2002.

A companion to the new MSL system is the staff catalog. This new catalog may be viewed at <http://www3.mls.lib.ok.us/StaffCat/mlsStaffCat.ASP>.

A new data entry system for programs and events is in development. A web calendar component is also in development.

#### Update on Web page progress

Teresa said that progress was being made on the design of the new web site. The web group has selected a design. Teresa said that many suggestions have been received for both the Internet web site and the Intranet web site. The web group will decide on the priority for implementation of these suggestions.

Automation is developing a new data entry system for programs and events. Automation is also developing a web calendar component for publishing events on the Internet.

Jim mentioned that commission packets along with other meeting minutes and information will be placed on the intranet using the pdf format.

Next meeting is August 28, 2001

# Metropolitan Library System Policy and Procedure Manual Miscellaneous

## Section X Item K-- Guidelines for Use of Color Printers

DRAFT June 26, 2001

### **Purpose**

This service is a courtesy for customers to print color copies from the library public access computers.

### **Eligibility**

Anyone.

### **Location of printers:**

All printers will be at the reference desk.

### **Customer Color Printer Use Requirements**

*Paper:* The library will provide 24-lb. inkjet paper.

*Procedure:* Customer will notify staff of the site or provide a floppy of the document to print. All requests will be first come first served.

*Limits:* 25 pages. For more complex printing needs, including double-sided printing, staff will offer customers a referral.

*Library staff* using the color printers for personal use will be subject to same rate as the general public.

### **In-System Use Guidelines**

Use color printers for library system, library association and other related business where color is necessary for the intent. Supervisors will monitor use.

### **Charges and Payments**

The charge is \$1.00 per page. Payments will be made at the circulation desk (under 820 Copy Fund for Color Printouts).

### **Credits and Refunds**

If the print is of poor quality due to low toner or equipment malfunction, the customer will not be charged. Otherwise, the customer is responsible for fee involved.

ILS Tech Group Meeting

7/24/01

Responses to staff comments/requests

*...It's really, really difficult to find CDs on the morning reserve lists because there are no system wide established categories that apply to all of us that appear on the list along with the name of the CD. Is this something ILS tech group could look at?*

This will be taken up with library managers. If managers can agree on standardization of music genres, a process could be implemented at some point.

*...Can CyberMars have an hourglass symbol to show that it is working? Sometimes customers click on a button several times, since there is no indication that the computer is "thinking".*

On the tool bar, at the bottom of a screen, Automation will put an hourglass and a message that says, "Processing, please wait." Also being implemented at that time will be a print preview option.

*...Is it possible to make CyberMars connect any faster? Some customers have been extremely frustrated with how slow CyberMars is.*

Graphics-based programs will always be slower than text-based ones. As CyberMars is graphics-based, it's going to be slower. Usage is growing every day, and the library has very heavy traffic. We are trying to improve connect time by buying new servers and being attentive to suggestions. At this time, the old Tandem system is still being used, until the move is made to the new DN library location. When that happens, connectivity should improve. So please be patient. Customers who repeatedly click on buttons while the computer is processing also affect response time. With the implementation of a "Processing, please wait" message, it is hoped that this will help somewhat.

*...In MlsHRPay, for Pages it automatically puts in a paid holiday, and more often than not, Pages don't get paid holidays. Rather than have all the Pages go in and change that every time there's a holiday, could the system default to where it wouldn't give them the holiday? That way, if a Page was supposed to get paid for the holiday, they would be sure to go in and change it.*

We will refer this to Human Resources for a recommendation. They will need to review it before it can be considered by the group.

*...Is it possible for Automation to arrange "MLS whois" to show terminals through which children sneak on to the Internet? (the non-Internet computers)*

Sorry, but no. Since these users are not logged on, they cannot be identified. Still, all computers are being filtered at this time, so there is less of a chance that the children would be getting into something they shouldn't.

*...When sending a Help request to Maintenance through the Internet, it confirms that the message has been sent on the screen. I know that once you exit out, you can find your request in the pending list in Multi-Trieve. But I really wish there was a way to receive a copy of the sent message into Calypso in order to have a record handing for reference without having to go into Multi-Trieve. Is there a possibility to set this up at some point?*

Automation is looking at some third party software, but until something is found that fits our system, the easiest thing to do is to copy your request (Control + C), open up Calypso, paste it into an email message, then mail to yourself. This will give you a copy of your request, which you can then file in a folder you've created in Calypso called Help Requests, or something similar.

*...We have had several patrons that have had problems with people using their cards on the Internet and viewing sites that are inappropriate. I have a feeling this is due to people picking up other patrons' printouts and using the name and card number to get on the Internet. Is it possible to change printouts with the patrons' full name to their first name and the first letter of their last name? This would help stop the problem patrons from using other patrons' card numbers.*

Based on our experience, this situation generally occurs within families. Illegal users have been suspended in the past. Still, there's no evidence to support that this is really a big problem. We'll be glad to revisit this issue if you are able to provide more documentation. However, there are no plans to change printouts at this time.

**... When you're trying to reserve a specific item number, and after you put in the bib number and then tab over to put in the item number, you have to put the cursor back at the end of the bib number or it won't accept it. And it doesn't tell you why it's not accepting it.**

Currently, the only field that is active when you press the Enter key is the bib number field. Automation will make a change that will also make the Enter key active from the item number field. If an item number is entered without a bib number and the Enter key is pressed, the cursor will re-position to the Bib number field. Otherwise if both a Bib number and Item number have been entered, the Enter key can be pressed from either field and the reserve will be posted.