

Tech Support Committee
Minutes
October 22, 2001

Present: Debra Spindle, Anne Fischer, Jimmy Welch, Norm Maas, Sue Hall, Jana Hausburg, Vickie Dixon, Jane Carvajal, Judy Walden, Donna Morris, Kay Bauman, Ric Rea, Ernestine Clark, Karen Marriott

Current topics

1. Email problems

Recent problems occurred because one of our servers was used to send spam messages and complaints were made to OneNet. Most of these messages were sent from outside our system but one was sent from a library computer. OneNet has requested that we post signs by all of our Internet computers warning customers that it is illegal to send spam messages and that anyone caught doing so will be reported to authorities. Anne Fischer will contact OneNet for wording that will explain to customers what spam messages are. Public Relations will be asked to make the signs.

2. Privacy screens

Committee discussed whether to purchase privacy screens for the new 17" monitors that are being installed, as the old screens will not fit. If we continue to use privacy screens, we will eventually be purchasing about 120 at \$200-\$250 each. Customer opinions of the screens are reportedly mixed. Committee decided not to purchase new privacy screens for the 17" monitors since we now have filters on all Internet computers and due to the cost.

3. Filter problems

Automation has received some requests from customers to unblock sites they feel are inappropriately blocked or to block some they feel should not be accessible. Anne will bring more information on these requests to the next meeting for discussion.

4. Visitor cards

Staff member has requested verification as to whether or not visitor cards should be uncertified following each use. The procedure is to do so. Judy Walden will locate a copy of the procedures and send to libraries as a reminder.

5. Cards for emancipated minors

Emancipated minors receive juvenile cards but do not have to have a parent/guardian signature. On the card application, staff should write 'emancipated minor' in the parent/guardian space. This can also be written on the card in place of the parent/guardian signature. Cards may also be punched for identification. Special hole-punch devices are being ordered for this purpose.

6. September minutes

Kay Bauman distributed copies of the September Tech Support minutes with comments from a staff member included for review.

7. Key-chain cards

A staff member suggests offering customers a smaller library card appropriate for carrying on a key-chain. Anne Fischer is checking on costs involved. Topic was carried over to the November meeting.

Standing topics

1. ILS issues

Customers have commented and often complained that they visit the library only to arrive at home to find a notice that they have a reserve ready and waiting. A graphic 'reserve ready' notification on vcirc checkout screen, similar to the jumping kangaroo on CyberMars, can be implemented. It would also help get the items off of the reserve shelves, however some staff may become irritated because of the number of times this will pop up. Group decided to implement this feature.

The revision of licensed database listings to more clearly reflect the content is in process.

Moving the scroll buttons to the top on the current screen design will not work. However, this could be done when the screen is redesigned at a later time.

Placing reserves by typing in just the title is not feasible for a number of reasons, including the fact that more than one work may have the same title and that the title would have to be typed in exactly as it appears in the catalog.

Automation will look at the resolution on computers to see if the need to scroll over on holdings screen to see the edition date can be eliminated.

A function like SF6 on the ILS catalog can be added to the new staff catalog. However, a maximum number of listings that can be printed must be set. Judy Walden will talk to the Library Managers and suggest a feasible number.

Anne Fischer and Kay Bauman will be checking the email suggestions and concerns. Kay will print them and bring to meetings for the committee

2. Internet/Intranet

By midweek, staff will have access to the newly designed web page. It will be previewed for Norm on Monday, October 29, and be available to the public on November 5. The content and design of the web page will continue to evolve after the official 'launching'.

Norm Maas distributed copies of an article on the videoconference center being developed in Oklahoma Health Center Research Park. The article appeared in the Daily Oklahoman October 19, page 1-C.

Meeting adjourned.

Next meeting will be Monday, November 26, 9:15 am.