

TECH MEETING MINUTES

January 22, 2002

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I. REVIEWED TECH SUGGESTIONS

- a. **Instant messaging:** basically it's chat; it's not a service we provide (Judy); and all seemed to agree that it was probably just a suggestion for someone who wants AOL Instant Messaging.
Answer: nicely, no we're not getting it.
- b. **CyberMars terminals being used to access internet** (i.e. does have minor filter): chance to personally interact with customers (Judy), some get into databases and get to internet and then just get engrossed and stay there too long; others know they can circumvent the filter/2-hour time limit on the regular internet computers and so a librarian needs to talk to them one-on-one.
Answer: librarians need to deal with this one-on-one.
Also Suggested: better signage to alert innocent mistake-makers that the CyberMars computers are for catalog/data base use – not cruising the net.
- c. **Reserves on CyberMars Welcome Page:** customer following the directions on the welcome page is going to the reserve screen and trying to reserve a video when she should be going to the catalog page.
Answer: Automation will try to get that explanation to reflect that one needs to make a reserve from the catalog page.
Also, may consider changing Reserve head to Reserve Status, but Jim believes we may need to look at printout of site in March to see if this will indeed solve the problem.
- d. **Order request notices:** Everyone agreed that Tracey Stone answer this gentleman's question about receiving duplicate postcards about Materials on Order was very good. But it did bring up some good points from Material Selection about how the WebSite/Cyber Mars might have a blurb before the ordering part that reminds customers about the criteria for ordering say films or books. Jim then suggested that maybe this be handled by a link so the full explanation of why libraries don't stock, say textbooks for example, could be posted and accessible for those interested.
- e. **Cutter numbers in staff catalog & CyberMars:**
Answer: the first letter must be capitalized in the cutter number or else it takes you back to the call number.
- f. **Returned vs. Renewed when customer renews a book online at home:**
Answer: not an option to change it per Jim; each transaction makes its own record.

II. REVIEWED NEW QUESTIONS/ISSUES:

1. The returned vs renewed issue also brings up the on shelf vs. checked in issue. Everyone seemed to agree that no word would be right all the time but that librarians should take the time to show the customer that they care about their confusion, try to check back to see if the book/video/cd is in and basically use it as an opportunity to interact with customers.
2. **How One's Notified About a Reserve Being In:** customer wants to be e-mailed if request for material was done online, but for now the info is mailed.
Answer: a viable idea but will take some time, Automation has a long wish list.
3. **Customer unable to print transaction record** – may need to be sure has that part of screen selected to print. It's a browser issue, Jim says.
4. **Filter/Unfiltered:** Image Searches are blocked by filter.
Answer: When it comes to Image searches, customers will have to ask a librarian to help.
5. **Customer wants to check e-mail off collegesite.com:** it's blocked by filter.

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Answer: e-mail is not a service we provide (Judy), and the fact that this site is blocked because of content (live reports of sexual activities of college students) cannot be changed.

6. Customer wants site unblocked to all posters.com so he can access Audubon prints: site is blocked by filter.

Answer: accessing site leads you to all kinds of posters, including erotic, which falls under the nudity block

7. Customer wants hackers.com site blocked: it's a site kids use to get to Japanese porn sites.
Answer: they're hard to block because these sites are free and move all the time ...

II. Retreat

1. Tech Retreat will be: February 26 at 9:15 a.m. at Belle Isle.
 - a. people should set aside the day for this.
 - b. different folks will bring donuts, treats
 - c. day will focus on what must do in coming year: new library and software development with regard to booking meeting rooms and Oklahoma images and the new mailing system (Jim)
 - d. Jim has a video on RFID – it's a bit pie in the sky now – but he'll show it at the retreat so folks can start dreaming. (It might literally be able to solve the "on shelf" "checked out" dilemma someday.)
 - e. FYI: unfortunately there will be no playing The Game this year – maybe another time.
 - f. Bottomline: will be a rundown of what has to be done this year, a status report on what folks voted on last year and adding any additions/subs.
NEED: TV w/VCR (need to make certain VCR is working or replacement in place)
Tech will bring laptop (wires been pulled in Room A to accommodate it)

III. Update on Requests for Things like Libraries Doing Activities for Black History/Ralph Ellison

1. need to know who one is reporting to after such requests
2. need to know deadline
3. we need to get info to PR so they can promote

That's all folks ...