

Tech Support Retreat

Minutes
February 26, 2002

Present: Ric Rea, Todd Olberding, Norm Maas, Anne Hsieh, Don Updegrove, Debra Spindle, Donna Morris, Karen Marriott, Denyveta Davis, Lisa Myers, Sue Hall, Jana Hausburg, Janet Brooks, Traci Jinkens, Kay Bauman, Scott Carter, Anne Fischer, Teresa Goggins, Jim Welch and Heidi Daniels

Past Year Accomplishments

1. Internet filtering – has been in place since August 2001
 - Development of new client for public access
 - Development of filter switch for staff
 - Installation of “Bess” servers (N2H2)
 - All computers switched from Netscape to Internet Explorer
2. Commercial CASS software
 - Purchased commercial software for automation rate mailing
 - Developed interface between new software and NonStop server system
 - Test is 100% or fail
 - Every two months install updates to software
3. Expanded department
 - Webmaster position
 - Two new tech positions
4. Domain name change
 - Registered eight domain names:
metrolibrary.org, okclibrary.com, okclibrary.org, okclibraries.com,
okclibraries.org, metrolibrarysystem.org, metrolibrarysystem.com, metrolib.com
These names will make it easier for customers to access our web page.
5. Introduction of new web page
 - @ Your Service
 - Has links to other services, e.g. movies and news
 - Event Calendar
 - Client for decentralized calendar entry
 - Originally Nancy Lytle/Public Relations would send data to Automation and they would format it to .html.
 - Now everyone enters his or her information and Nancy edits, updates and publishes.
6. E-rate
 - Completed process for Year 4
 - \$189,000 discount
 - 470 and 471 filed for Year 5
 - \$201,000 discount
 - There was some discussion regarding Southwestern Bell and our discounts not being accounted for.
7. Staff Catalog developed and implemented
 - Web-based staff catalog

- Allows entering of reserves directly from catalog
 - Allows viewing of Selection List & PO information
 - Allows viewing of System Reserve waiting list
8. mlsMaterials software developed and implemented
- New system for Materials Selection with many new features
 - New system for Public Services staff for entering replacements with additional functionality
 - Janet discussed the wonderful new advantages of this software, which has helped her department generate more input and output capabilities.
 - Her department had an open house for staff to introduce them to this software
 - Materials Selection has trained at least one staff member from each agency on how to operate the software
9. Track-It
- New software for keeping track of computer inventory and service calls
 - The plan behind this software is to eventually move away from logging service calls in Multi-Trieve
 - On this software we will be able to put online help or tips for operators to give guidance on.
10. Communications Upgrade
- New lines and routers installed at nine libraries
 - All computers at these libraries reconfigured for new communications
11. Form archiving
- Scanning forms then burning them to CD (.pdf format)
 - Internet Use Agreements
 - There are currently 60,000 Internet applications which have been burned to CD
 - Library Applications
 - Anne H. asked about putting forms, minutes and other important documents on to a CD.
 - Jim suggested that the Moving Committee come up with a list of what documents are needed and Automation will assist with a plan for scanning and archiving documents.
 - Todd indicated that this list is in progress and will let the appropriate persons know when it is complete.
12. Maintenance request via Intranet
- Allows entry of requests through web page
 - Made it possible to discontinue WinMail
 - Allows Maintenance to know which individual sent the request
13. Color printers and scanners
- Color printers installed at 11 libraries and in several offices
 - Scanner installed in Public Services to allow them to perform scanning for libraries
14. Express checkout units
- To be installed at Belle Isle, Midwest City, and Southern Oaks
 - Items have been purchased but installation is not yet complete
 - This unit is currently being used at the Edmond Library and is very successful
 - Allows customers to check out own materials
15. Gates-like computers

- 28 additional Gates-like computers to be installed
 - An additional five will be placed in a lab setting at Midwest City
 - Much of the children's software on the Gates PC's are no longer available
16. Service calls and computer installations
- 429 logged service calls
 - These are calls which were actually made to the "Help" desk
 - 145 computers installed since last Tech Retreat
17. Virus expose
- "Code Red" virus in July 2001
 - In September servers got Code Red II and Nimda viruses so Automation had to update computers with patches and fixes that Microsoft said would help to correct the virus
 - OneNet kept cutting us off the e-mail server because someone was using our server to spam
 - Had to reset the router daily
 - Worked with OneNet and Command Software to resolve problems
 - Updated all anti-virus software multiple times
 - Gates-like computers had different anti-virus software
 - All computers in system now have the same company for anti-virus software

Intranet

- Will go "live" on March 4
- It is a "work-in-progress"
- As of today the options consist of:
 - General Information
 - Policy & Procedures
 - Job Descriptions
 - MLS Departments
 - Meeting Minutes
 - On-line Forms
 - Shelf Life
- On the home page, an employee can choose:
 - Purpose of the Intranet
 - Employee Information
 - Payroll Information
 - Miscellaneous Information
 - Telephone List
 - Individuals Banned
 - Calendars
 - Meeting Calendar
 - Calendar 2002
 - Employee Healthcare
 - Employee Benefits
 - Employee Safety Information
 - Resources
 - **coming soon*

18. Current progress

- Demonstrations by Anne F.

19. Meeting Calendar

- Will include Ad Team, Commission, Tech Support, Friends, Endowment, Adult & Children Programming, Library Managers, OLA, PLA, ALA and others
- We will be able to schedule two years in advance and will have the capability to store prior years meetings

20. Calendar Entry software

- Discussion on printing both in calendar and list format
- Planning Services will enter data for the Meeting Calendar
 - Norm would like Lori and Marian from Administration to learn this program and be able to help entering data
 - Possibly have other offices trained on this program
 - Discussion on whether Downtown staff meetings should be included on the Meeting Calendar

21. Questions, comments, and suggestions

- Public Services will send all Ad Team minutes to Teresa for inclusion on the Intranet
- Commission minutes are being placed on the Internet
- There was discussion regarding document retention
 - Keep enough of the old minutes on hand
 - Scott suggested having a search engine to enable users to find minutes more quickly

Software Demonstrations

21. Mail System

- Mailing labels
- Centralized mailing database
 - Limit of 20 categories to any one person
 - Avoids duplication if name is already in system
 - Will add the new code to database
- Four security levels for distributed data entry
- Importing and exporting of data

22. Oklahoma Images

- Web based interface for accessing information
- Administration module for adding to database
- This is a “work-in-progress”
 - 100 photos chosen by committee to be framed and placed in the Downtown Library & Learning Center
 - There are currently 55-60 photos in the database
 - Larry (Buddy) Johnson is currently writing and adding essays for several of these images
- Jana asked about “current” happenings and if they will be included on this database
 - Tornado
 - Murrah bombing

- Historic photos will be housed in Downtown Library & Learning Center, however, essays and the photos can be accessed on the Web
- Discussion on payment/delivery options
 - Budget impacts
 - Credit cards
 - Debra will check with Saginaw to verify the volume of requests they receive
- Database could be a recruiting opportunity for customers
 - Historic and current photos
- Any photos dated before 1923 are public domain
- City Planning wants to talk with us regarding this project
- The current scope of this project is the Oklahoma City Service Area
 - The scope will eventually be state-wide
- Compliments to Jim and Debra for the Oklahoma Images program

Metrolibrary.org

23. Timeline for further development

24. Future content to be added

- Homework help for parents and kids
- Our goal is to have every student, teacher and parent in OKC know that our web site is the best source to get accurate information to help with homework
- Kids Page will be up on March 15
- Teen Page will be up on April 1
 - Heidi is in the process of creating TeenZine – a quarterly newsletter for teens which will consist of a 10,000 distribution
 - Teens would be writing for publication
 - She will work with Janet on obtaining teen videos
- Senior Page
 - Cynthia Trent, from our own Library commission, will be working on this project with help from Materials Selection
 - Norm suggested that Dana Morrow and Anita Roesler help with this area
- Family Place
 - We need to define what “Family Place” is
 - Judy Walden is participating in this project
 - It will consist of links and other important bits of information
- To accomplish these projects there will a shifting of responsibilities in Outreach
 - Children’s Coordinator
 - Teen Coordinator
 - Senior Coordinator
 - Community Information & Outreach Coordinator
- Norm wants our databases to be easily attainable from the front page
 - The web committee will beginning critiquing the site
- Information and referral database similar to Contact Crisis
 - This needs to be put on our web site
 - This would be a jointly supported referral site
- Norm discussed Community Reports consisting of studies, data and various statistics to be placed on the web site

- Random Quick Information
 - Put it up, then identify where to keep it
 - Discussion of list of historic buildings written up by architects to be added to web site
- Denyveta distributed copies of a Customer Service Survey currently being used at the Pacifica libraries
 - This is an on-line questionnaire that allows customers to provide feedback to library staff regarding their visit
 - There was some discussion regarding customer anonymity
 - Jim suggested assigning a team to work on this project further. The suggestions for team members include Tracy Stone, Denyveta, Kay, and Scott.

“Must Do’s” for the coming year

25. Replace NonStop System (server) – K-series to S-series

- Jim will be attending a class in April to find out what differences there are between the two series
- Purchase new system (S-series)
- Install and test
- Cut over from Capitol Hill to new Downtown
 - Back-up system

26. Downtown wiring

- Automation is working with Todd and Donna on this
- Prepare bid specifications and award project
- Oversee installation of project
- There will be 93 additional computers placed in the Downtown L & LC

27. Gates computer upgrades

- There will be a total of 63 to upgrade
- Software to be upgraded includes Microsoft Office, Encarta Suite (Encyclopedia, Africana, Virtual Globe, & Research Organizer), Streets & Trips

28. Telephone System

- Automation will be managing the system
- Norm wants a job description in place and to have someone hired by July 1 for the telephone system
 - Train one existing technician on the telephone system

29. Automation move to Downtown building

30. Downtown move

- Move computers and install new computers

31. Completion of Oklahoma Images project

32. Virtual Private Networking (VPN)

- Extension libraries
 - To ensure that the filter is functional

33. New Maintenance request system

34. New Meeting Room booking system

- To help accommodate Downtown L & LC meeting rooms

35. Re-write for Accounts Payable check printing and Purchase Order printing

- The printing will take place on a laser printer instead of the dot matrix currently being used
- 36. New Facilities Asset Management System
 - Todd and Don are looking for an off-the-shelf product to help with managing all aspects of asset management
- 37. Tech Support Suggestions and Concerns
 - Automation is trying to replace a percentage of the computers each year
- 38. E-rate
 - Continue to file each year (at least three forms for each year's cycle)
- 39. Continued Web Page development
- 40. Continued Intranet development
- 41. Information and Referral
 - We are working with local information and referral agencies on a way to collaborate and have an information and referral database.
- 42. Budget Considerations

Future Plans

- 43. Keep abreast of emerging technology
 - Radio Frequency Identification Label (RFID)
- 44. Continually update and expand Internet and Intranet
- 45. Re-evaluate software for use by our customers and staff
- 46. Update portion of hardware each year
- 47. Evaluate desktop operating system
 - Currently using Windows NT technology
- 48. Evaluate server operating system
 - Windows NT
- 49. Evaluate and update communications systems
- 50. Videoconferencing
 - Our Internet Service Provider (OneNet) will be contacted regarding this topic
 - Will be offered at the Downtown L & LC
 - There was some discussion regarding the OUHSC and DN Consortium
 - Todd will help define what type of videoconferencing we will offer

Miscellaneous

Janet inquired about whether future items on the existing ILS system such as the Tech Processing module were also on this year's To Do List. Jim indicated that due to the "Must Do's" that must be accomplished this year, this project will be postponed, however, Automation will still respond to any problems that come up with already existing software.

Scott discussed using the kiosk currently housed in Maintenance for PR use. It was decided that the kiosk is technologically outdated. Todd will be buying new kiosks for the Downtown L & LC that will be more customer friendly.

Meeting adjourned.
Next meeting will be Tuesday, March 26, 9:15 a.m.

Assignments:

Todd

Work with moving committee to construct a list of documents that could possibly be burned to CD to help with transition to new building

Help define what type of videoconferencing we will offer

Donna

Send Ad Team minutes to Teresa for inclusion on web page

Debra

Contact Saginaw for information regarding volumes of requests for image reprints

Tracy Stone, Denyveta, Kay and Scott

Meet to discuss on-line Customer Service Survey

Jim & Anne F.

Job description for telephone system technician.