

# Tech Support

Minutes  
April 23, 2002

**Present:** Lisa Myers, Sue Hall, Judy Walden, Vickie Dixon, Ric Rea, Ernestine Clark, Kay Bauman, Janet Brooks, Teresa Goggins, Traci Jinkens, Anne Fischer, Jim Welch, Donna Morris, Norm Maas

## **Administrative Names and Contact Phone Numbers on the Web Site**

Discussion on whether to have Administrative employees business phone numbers and E-mail addresses on the Internet resulted in the decision to have Human Resources, Public Relations, Development, and Public Services phone numbers and e-mail addresses published on the Internet for the public. Each listing will have a short informative statement indicating why a customer may want to contact each office.

*Example: To inquire about job openings, please contact Roy Ballou at.....*

Each office mentioned above should decide who would be the best person for a customer to contact regarding information from that department.

## **E-mail Notifications for Reserves and Overdues**

Anne and Jim demonstrated to the Tech Group the E-mail Notification System. Jim presented three benefits:

1. Will make the customer happy
2. Saves money on postage and statements
3. Customers and employees can get notifications quicker on reserves and materials will be picked up quicker by the customer

This new feature will be a part of the CyberMars program and customers will be able to sign up for this notification system once they are logged on. The system reserve application server will check for reserves every 30 seconds to see if you have received any reserves. The e-mail system will be self-maintained which means that the customer will be responsible for signing up, deleting, or modifying their information. There may be some training issues involved with this new system, so Judy will bring this matter to the Library Manager's Meeting to discuss this issue. A beta test for using this feature may be available as early as May 1<sup>st</sup> for staff members to use. This will be an opportunity for Automation, as well as staff members, to evaluate and make suggestions to the e-mail notification system.

## **Terms of the Tech Group Rotating Positions**

Discussion about the terms of the rotating positions resulted in the decision to limit the terms to two years. Kay will investigate each rotating position to determine whose term is up.

## **Tech Suggestions/ILS Issues**

The suggestion to combine the application form for a library card and the form for the Internet into one form was discussed. Judy felt that this may be a process issue, not a form design issue. She will bring this to the Library Manager's meeting for discussion.

A suggestion was made to remove customer library card numbers from the checkout receipt. After a discussion on whether this would be feasible, Automation decided that this would be something that they would be able to do. The cash receipts will still have the customer's card number on them. This new feature will be available on May 1, 2002.

## **Internet/Intranet**

Teresa has been making wonderful progress with the new features on the Internet. She has been working with Outreach and Materials Selection on creating these new information sources for customers.