Tech Support

Minutes
July 23, 2002

Present: Scott Carter, Judy Walden, Donna Morris, Sue Hall, Janet Brooks, Karen Marriott, Traci Jinkens, Teresa Goggins, Jana Hausburg, Anne Fischer, Jim Welch

Update on E-mail Notifications for the Public

There have been over 30,000 e-mail notifications. Automation has been encountering some problems regarding incorrect e-mail addresses. Jim is working with Pam Buchanan on this issue. Pam has been contacting customers to verify e-mail addresses. A printout could be used for staff members to place on the reserved material that would alert customers that their e-mail address is invalid. Judy or Denyvetta will discuss at next Library Manager's meeting. Judy will show the managers a sample printout that will be used.

Update on Recommendation Regarding Prepaid Negative Balance

Kay Bauman has finished this and it has gone to Anne Hsieh.

Update on Possible Sub-Committee Forming to Discuss Prepaid Fees Account

Judy has solicited and received volunteer committee members. She will ask Lisa Myers to chair this group. Anne F. will need to meet with the group.

Update on "Streamlining" of Application Forms and Internet Forms

Judy is working on a document that will alert customers as to what they need to be aware of in the library.

Update on "Special Instructions" when printing out System Reserve List

The instructions are specific to a customer. There was discussion on how to best treat this issue. Jim will check into possibly having the screen audibly alert staff of special instructions.

Update on Words Below metrolibrary.org to Indicate to Customers that the Header is Clickable

Anne reported that this has been done, however, not all of the Gates computers have been updated.

Update on Online Tutorials

Janet and Susan Ryan have been investigating tutorials. They have found a typing tutorial and a database, Learn-a-Test, which allows customers to access numerous tutorials. There is currently no remote access. Janet will check in to this.

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Update on Left-Handed Mouse Configuration/Setup

Anne F. discussed possible options, which included purchasing left-handed mouse or reconfiguring for left-handed users. It was decided that libraries would need to just move the mouse to the left side for left-handed customers when the need arises. If libraries need longer cords they will need to contact Automation.

Update on Author Link from the Title Search Screen on the Catalog

Jim has accomplished this.

E-mail 709s

Janet announced to the group that there has been a significant increase in the number of Request for Purchase (709s). From fiscal year 2000 to fiscal year 2001 there was approximately 62% more requests received. It used to be one staff person working on 709s and now it takes three to four staff people to work on them. The Materials Selection staff are looking into reasons for the increase and what they can do to handle the situation. Materials Selection wants to streamline the e-mail 709s. Janet proposed having some changes made to the Library main page and to the CyberMars feature. The changes include rewording of items and moving options around to better alleviate possible problems with the influx of 709s. Jim, Janet, Scott, Sue Hall, a Downtown librarian, and a couple of Materials Selection staff members will meet to discuss how best to streamline the 709s.

ILS Issues

There was a technical suggestion regarding searching the Gnidex. Typing a Federal Sudocs number didn't allow for the staff member to pull up any bibliographic numbers even though the number was typed exactly as it is on the record.

This does work. Employee was responded to, as well as other appropriate staff.

A technical suggestion was sent in regarding having a pop-up sign or desktop notice on the Gates computer informing customers that these computers give them only 30-minutes of Internet access time. Furthermore, in the most recent Library Manager's meeting, an agenda item was to change the schedule for Internet usage to be two hours with no 30-minutes in between.

It was decided that we would need more information regarding this issue. Automation will run statistics on the usage and bring back to the next Tech Support meeting. Judy will pursue sending out a poll to find out what customers would like to see happen with Internet usage, increase time or decrease time.

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There was a technical suggestion asking if it would be possible to change the wallpaper and screensavers on the PACs to say "Library Catalog and Databases Only" or something more clear and user friendly.

Scott and Judy will meet and discuss this issue for next Tech Support meeting.

A technical suggestion was made for changing the due dates on Saturday to be due on Sunday rather than using the book drop date every Sunday.

Tech Support felt that this would not be an option as not every library is open on Sunday.

A technical suggestion was made regarding receiving reserves. The employee felt that printing out slip "e-notified customer" is not necessary on the printouts.

Automation needs this feature for quality check purposes. It is also useful for staff if they think there is a problem with the e-notify service, they can track the number of e-notify reserves not picked up vs. the number that were sent through U.S. mail.

There was a technical suggestion was sent in stating that "when customers receive an e-mail about reserves they do not have to print this out. If we can change the e-mail so that it doesn't say "print this out" it would save the customers paper, ink and time."

Tech Support feels that it is necessary for the customer to printout the e-mail regarding reserves. The reason for doing this is that if the material is not there when the customer comes to pick it up, they then have no notification to show the staff member that they indeed received a pickup notice.

A technical suggestion was made asking to have our website address on the printout that customers get after making a transaction at the Circulation Desk.

This is now being done.

A technical suggestion was made asking if there was a way to scan all of the reserves and then print out the slips rather than scanning them and hitting "Apply" every time.

Tech Support feels that this safety feature allows staff members to skip customers due to Special Instructions. There are internal reasons for doing this safety feature.

Internet

There is now a graphic on the Main Page for "A Compass for the Future" that links to the Strategic Plan. The Strategic Plan has been added to the main page as an Adobe Acrobat file.

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On the Library Commission page, there was a "Coming Soon" graphic for the links "Finance Committee" and "Long Range Planning Committee". The links have since been replaced with the minutes for each committee.

See: http://www.mls.lib.ok.us/Commission/commission.htm

Teresa is currently working on "Homework Center" with Jim, Anne F., Scott, Heidi Daniel, Janet Brooks, and Julie Mock. They are planning to launch the "Homework Center" by August 14, 2002.

Teresa is also working on putting the employment application online.

Circulation Control now has a link under "Contact Us".

Intranet

Online forms have been added to the Intranet, in place of the "Coming Soon" graphic. Teresa reported that more forms are soon to follow.

In Process and Upcoming

Coming Soon: Senior Page

Action Items

Judy or Denyvetta will discuss e-mail notifications and how Automation will handle invalid e-mail addresses at next Library Manager's meeting.

Jim will check in to possibly having the screen audibly alert staff to "Special Instructions".

Janet will check in to "Learn-a-Test" regarding remote access.

Jim, Janet, Scott, a Downtown librarian, and Materials Selection staff will meet to discuss how to streamline e-mail 709s.

Jim and Anne will run statistics on Internet usage.

Judy will send out a poll regarding Internet usage.

Scott and Judy will meet to discuss a way to inform customers using the PACs in a clear and friendly way.

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