

Minutes
October 22, 2002

Present: Lisa Myers, Crystal Giles, Debra Spindle, Donna Morris, Anne Fischer, Jim Welch, Teresa Goggins, Judy Walden, Traci Jinkens, Scott Carter, Janet Brooks, Karen Marriott, Kay Bauman

I. Update on Action Items

1. Update on Ways to Notify Customers of New Changes Regarding the Internet

Nothing has been done with this item yet. Public Relations will be working on a revised form.

2. Update on How to Best Inform Customers in Using the Public Access Computers

Scott has developed a rough design of a postcard-sized placard. He has also created wallpaper for the computer, which states how everything works. Automation will look at the demo to see if it would be feasible.

3. Update on Changes to Customer Requests for Purchase

Materials Services has not done anything with this yet. It is a work in progress.

4. Update on Removing Social Security Numbers from Leave Approval Forms

This has been done. There have been many positive comments on this.

5. Update on Labeling of Videos and CDs Being Kept in Customers' Cars during the Summer

Scott has designed something, which will need Judy's approval. Materials Services is currently looking for CDs when they receive gift or withdrawn items that come in to their department. Crystal has spoken with Heidi Johnson, in Tech Processing, and will follow up with her. Jeanne Devlin, in Public Relations, suggested a traveling display of damaged CDs.

6. Update on Limiting Walk-Up Customer Access to Just the Internet and Require the Assistance of a Librarian/Tech to Access Other Applications on Gates Computers

Nothing has been done with this yet.

7. Update on Training for the Self-Checkout Computers

This has been done.

8. Update on Contacting Employee Regarding Computerizing Interlibrary Loans

This has been done

9. Update on Implementing the “New Search” Button on the Catalog

This has been done.

10. Update on Allowing Internet Scheduling of Up to One Week in Advance

This has been done.

II. ILS Issues

- 1. A suggestion was made for an employee bulletin board on our Intranet where it would be possible to post information, i.e. free puppies, estate sale, etc. Alternatives currently available for staff include ShelfLife and the staff lounge.**

This sounds like a good idea; however, because of the logistics we will not be pursuing this issue at the moment. Judy will talk with the Library Managers about this.

- 2. There was a request to have the Overdue 60 notation next to items in the Financial/Pay Partial section of the Fine Payment screen.**

Automation will implement this.

3. Question asked:

1999 - Asked that the catalog be limited to a specific branch.

2001 - It would be great if you could design the catalog to show a particular library's holdings only in CyberMars.

2002 - The customer wants the display to indicate which titles are available in which library without going to the Bib. Record.

Response October 22, 2002

This question, though asked differently, continues to arise and understandably so since, at first glance, there are times when this feature might be a powerful and convenient benefit to customers. There are, however, other times when this feature would not be a benefit to either the customer or the staff. The Library

System's decision on this suggestion is to maintain access to the entire system holdings. The rationale for this is both simple and complex.

The simple reason is because we are one system with one collection, which is a benefit to the library customers. The customer's choices at all of our libraries are much greater than the choices at any one of our libraries.

The complex reason is that there is no easy computer programming solution to successfully address all aspects of this request. Assuming we would want to provide the same status information as is currently included in our catalog (on shelf, withdrawn, missing, SR, etc.) the work the computer would need to do per search would be significant. In addition, for the customer to learn of holdings at another library in our system he/she would need to perform another search. In other words, all potential solutions would result in a significantly slower system.

Certainly, this decision is a disappointment for some and a benefit for others. As a suggestion for ways that benefit the customers who find this disappointing:

- a. Accentuate the use of the Joy of Subjects to more easily determine the location of specific subjects that will enable the customer to browse the shelves at the specific location or
- b. Ensure that the customer is aware that all active items listed in the catalog may be reserved.

4. A comment was made on how helpful it would be if the specific edition, year or volume of a requested item would print out on the System Reserve List.

When the year is in the 'Special Instructions' field, it does not print up on the reserve list. The System's decision on this suggestion is to not add this information to the printed reserve list. The reason is because reserves are filled on a first come first serve basis and if multiple customers have reserved a title (with or without special instructions) the specific item used to fill a reserve may or may not match who is next on the list. The 'special instructions' accompany specific customer requests. Automation has put into place an audible alert, which alerts staff of special instructions.

5. There was a suggestion made that upon placing a reserve in the Staff Catalog the customer be able to see how many copies are available and how many customers are waiting for that particular title.

This seems like a nice feature for customers. After discussion, however, the System has decided to not add this feature because it would mean the computer would be calculating the waiting list constantly and would significantly slow the computer down, which is not a benefit to either the customers or staff. The feature would be on all the time, even when it would not be convenient to staff or customers, such as when reserving many items at a time. While the computer can quickly and easily calculate one item, one reserve, it will take more time for the computer to calculate 100 items and 300

reserves. Our current feature seems to be the most beneficial to customers and staff where reserves can be placed and then the waiting list determined.

III. Internet Update by Teresa

www.metrolibrary.org

Moved from Automation to Planning

- Continue to read the updated headlines and library news...
- No significant changes to our current site

IV. Intranet Update by Teresa

Online forms in the Statistics & Reports, Online Forms, and Meeting Minutes are continuously updated.

V. Miscellaneous

Tech Support discussed their annual retreat. Information Technology will not comprise the whole day. We will need more topics and players. Kay & Donna will meet to discuss the retreat. Tech Support will plan for the retreat at the December 17, 2002 meeting.

Kay proposed two calendars of meetings for Tech Support in 2003. The following dates were accepted unanimously:

December 17, 2002
February 25, 2003 – Retreat
April 22, 2003
June 17, 2003
August 26, 2003
October 28, 2003
December 16, 2003

This was Lisa Myers' last Tech Support meeting. Judy will recruit and have someone on board to replace Lisa by next meeting. Thank you, Lisa, for your time and efforts in helping this committee and representing Circulation Clerks.

VI. Action Items

Public Relations will continue to work on ideas of how to best notify customers of new changes regarding the Internet.

Public Relations will continue to work on how to best inform customers in using the public access computers.

Materials Services will continue to work on changes to customer requests for purchase.

Public Relations and Materials Services will continue to work on a display for what the summer heat can do to a CD and video.

Judy will investigate limiting walk-up customer access to just the Internet and require the assistance of a librarian/tech to access other applications on Gates computers.

Judy will talk to Library Managers about an employee bulletin board.

Automation will implement an Overdue 60 notation next to items in Financial/Pay Partial.

Kay & Donna will meet and discuss the 2003 Tech Support Retreat.

Judy will recruit an employee to take the place of Lisa Myers.