Tech Support

Minutes
February 18, 2003

Present: Sue Hall, Scott Carter, Ernestine Clark, Jim Welch, Anne Fischer, Judy Walden, Linda Jameson, Kay Bauman, Teresa Goggins, Debra Spindle, Donna Morris, Karen Marriott, Traci Jinkens

I.   Update on Internet and Intranet – Teresa Goggins
Teresa gave each attendee a quiz on Intranet/Internet updates, which have taken place since the last retreat.

Internet- New pages added and/or updated:

- Homework Center
- Family Place
- MLS X-stream, online E-zine.
- Library Holiday and Closing Schedule
- Award books on kids' page
- Spotlight On
- Move from Automation Department to Planning Department

Updates:

- Main page: http://www.metrolibrary.org/ has been refined. Automatic rotating graphics that link to a story or document behind the graphic. Just in case you miss the picture during rotation, there is a link under library services or information regarding each graphic. Within the rotating graphic: Strategic plan and link to Family Place page.
- Kids page: http://www.metrolibrary.org/kids-page/Awardbooks.htm awards books w/cover pictures available @ your library. Links to official award books site.
- Kids page & Teen page Homework help links to the Homework Center.
- Commission minutes page: http://www.metrolibrary.org/Commission/commission_minutes.htm The graphic & drop down menu has been refined to include updated 2003 minutes and links to past minutes.
- Ralph Ellison Friends of the Library: http://www.mlsfriends.org/ellison.htm content updated.
- Best Of-Teen page: http://www.metrolibrary.org/teen/best_of/ShortStoriesPg1.htm. Updated Best Of titles that are highly recommended by the MLS Material Selection department. The titles chosen for the topics are in the library system with sufficient active copies available for circulation. Criteria for the Best Of! is based on publishing trends, library programs, and frequent requests from teens.
- Spotlight On: http://www.metrolibrary.org/spotlight/aa_index03.htm includes online resources to cultural highlights for the month. Continuous updates on replacing the broken links within the web-site http://www.metrolibrary.org

Intranet- New pages added and/or updated

- Human Resources
- Nice to Know

Updates

- MLS Policy & Procedure - Traci Jinkens: Each document has been reformatted to have the same look.
- ShelfLife - redesigned page.
- Online forms
- Meeting minutes
- Reports / Statistics

* Important please read: The web-site includes the work of several individuals: A **Special "Thanks"** goes to "Jim Welch, Anne Fischer, Traci Jinkens, Kay Bauman, Janet Brooks, Julie Mock, Megan Johnson, Scott Carter, Heidi Daniel Crystal Giles, and many more who provided content!

Moving ahead:

- We can stand behind the statement, " that our web-site contains online up-to-date information and resources." Thanks to Traci Jenkins, she has and will continue to update links, content, and information on several pages within our site. She has also assisted with creating web pages within the web-site.
- Refine the main page to include graphics with tabs that link to @ your service, CyberMars, and calendar of events. Consistent on every page throughout site.
- Gather content and information for MLS Departments page.
- Online application for user to complete and print.
- List of artist on the Intranet for Library Programmers.
- Refine Nice to know page to include content from multitrieve.
- Continue updates on Internet/Intranet

II. **Accomplishments and Projects Under Development – Jim Welch & Anne Fischer**
Jim stated that the Annual Automation Report will be out in April.

Anne F. reported that Automation will be re-budgeting for the tandem systems and phone system in FY04. Automation may purchase next year's computer replacements out of this year's budget if by May it does not appear that Downtown will be ready for move-in in the fall.

Choctaw computers will be purchased in June. There will be 11 additional Gates computers, seven Internet and CyberMars computers, and a circulation computer.

Track It! software will be purchased for Maintenance.

Automation will be budgeting for:
- printers for Cataloging
- upgrades to Office XP from Office 97
- UPS units
- looking at budgeting for rewiring for Midwest City, The Village, Ralph Ellison, and Del City
- replacing the seven-year old Tandem System we currently have (Jim & Anne F. will take to the Commission in September)

Accomplishments

- Charting and geo-coding software (this allows for us to see how customers use the Library and which libraries customers are using)
- Mailing System
- Oklahoma Images
  Buddy Johnson is continually making updates to this database
- E-rate 2003-04 was filed. The Library is eligible for a 69% discount.
- 34 multi-use computers installed
- 63 Gates computer upgrades (included upgrade to Office 2000, upgrade of Streets & Trips, and upgrade of Encarta)
- Accounts payable system rewrite
- Maintenance system updated to no longer use PS Mail
- New Cataloging system
  Staff Catalog has been added as a tab.
- Express checkouts at Belle Isle, Midwest City, and Southern Oaks
- Downtown wiring has been bid out (about to complete Phase I)
- E-Notify
- New meeting room booking system prototype
  This prototype will be installed on committee members' computers
  Subcommittees will be formed to work on the various aspects of the system
  Planned implementation date of this system will be July 1, 2003

Projects Still on Automation's "To Do" List
- Update application software for Cataloging Technicians
- Upgrade Raiser's Edge system in Development
- Upgrade computers to Office XP
- New serials control system
- New continuations control system
- Purchase of new phone system and training for Information Technology staff and then all staff on how to use the phones
- Dial-Up and MARS GUI
  A decision needs to be made on whether we continue with these services.
  Dial-Up has about 1500 logons and MARS GUI has 1000 logons per month.
- Remaining 30% of the Accounts Payable systems needs to be rewritten.

Techconcerns@mls.lib.ok.us   Techsuggestions@mls.lib.ok.us

- Update Maintenance system
- Update OCLC portion of the Cataloging system by December 31, 2003
- Complete Downtown wiring
- Choctaw wiring
- Downtown move
- Automation move to Downtown
- Choctaw move
- Meeting room system implementation
- Install Macintosh computer in Public Relations
- Wiring at Midwest City, The Village, Ralph Ellison, and Del City if budgeted and approved
- Create Public Access Genealogy DVD/CD computer model for Downtown library (CDs will check out in-house only)
- Additional express checkouts possible
- Staff computers being purchased this month will have DVD drives, not CD drives
- Update Tech Processing system

III.   ILS Issues

Tech Concerns
- Something should work a certain way or differently
- Information is not needed ASAP
- Something to be fixed without bringing the issue before the whole Tech Support committee

Tech Suggestions
- Suggestion or idea for improvement
- Something to be done in the future

1. **A suggestion was made asking if there could be a link on the Magazine Title List that would take an individual back to the regular Search Menu.**
   Yes, the link will be added to the Magazine Title List.

2. **A suggestion was made asking if it would be possible to get a new location code for new YA material?**
   This has been implemented. The new location code is YNB. Furthermore, there will be another new location code, HRC (Holocaust Resource Collection). This collection is still being worked on and it will be added to the Downtown collection.

3. **There was a question submitted that wanted to know why the Library did not provide Internet service at home for its employees.**
   The Library is not an Internet Service Provider (ISP). We do not have the bandwidth to accommodate something of this magnitude for each employee. Our System is not in business to do this.

4. **There was a suggestion to color-code the various leave types on mlsHRPay so that the user would be able to distinguish the different categories of entry.**
Automation will investigate this with the intentions of implementation.

5. **There was an issue discussed about the renewing of annual fee cards at the libraries.**
This is a complicated issue. Several ideas were discussed as to how best to handle this. The letter, which is sent to the customer for renewal, will be changed to tell the customer that if they want to keep their same card number, they will need to mail in their payment. An option will also be developed for Circulation Control that will allow staff at the libraries to call in when a customer renews an annual fee at the library and Cheryl Mann (or any operator) will be able to update the date immediately. A memo will be sent out when this is ready to be implemented.

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Next Meeting:

Tech Support
April 22, 2003
Downtown Library
Meeting Rooms B & C
9:15-noon

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