

Tech Support

Minutes
April 22, 2003

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

Current Topics:

None

Action Item Updates:

- Judy will talk with Library Managers about an employee bulletin board.
This is not something we will be doing.
- Judy will pull a team together to meet and look at the Meeting Room Booking System
A committee has been formed and is in the process of working on this.

Standing Topics:

Internet/Intranet

Now available online!

1. Employment Application for customer to complete online and print.
2. Updated Library Construction page that includes a link to Choctaw Library Construction page with photos and caption.
3. The Planning Department Page that contains information ranging from available training for staff to the lending library which allow staff to view new books, CD's, and tapes available for checkout.
4. Continuous – Traci Jinkens announces changes and updates on the MLS website.

Work in Progress

1. Header that includes tabs that contain – CyberMars, calendar, and @ your service.
2. Site map for the Intranet.
3. Information on Culture Shock for Teens on the Web.
4. Spotlight on Asian American Month – Recommended books and CD's for and about Asian Americans.

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

Tech Suggestions

1. **It was suggested that the mlsBudget program be capable of performing the following functions:**
 - a. **sort budget requests by priority and description;**
 - b. **export budget requests to an Excel spreadsheet.**

Many issues are involved with this program and the requested changes will be time consuming. Jim will investigate the feasibility of exporting budget requests to Excel. Furthermore, it was noted that there is a need to look at budget priorities, so the **'sorting budget requests by priority and description'** issue will need to be revisited next year.

2. **A suggestion was sent in regarding changing the library card application's address line to state "Street Address". This employee was concerned about problems arising from applicants who have P.O. Boxes.**

The next time that Public Relations prints a new batch of library card applications, the address line will have been changed to street address.

3. **A request was suggested from an Extension Library to be able to access their respective library's e-mail account when subbing at another library.**

Public Services will contact this employee on how to access the respective e-mail account.

4. **A suggestion was made to have the item number on the reserve notice, so employees could easily track down the whereabouts of a reserved item, if not located on the reserve shelf.**

Much discussion arose from this issue. Adding an item number to the current reserve notice will not be possible without re-doing the notice to a different size. Judy will meet with the agency manager involved to discuss possible solutions.

5. **A request was made to have three spaces between the last name and first name on reserve slips so when rubber banding the items, the name is not covered.**

Tech Support decided that this would not be done because not all of the libraries arrange reserve slips the same way. Some libraries arrange them vertically and others horizontally.

- 6. A suggestion was sent in to have the CyberMars' reserve screen allow customers to return to the index of selections that were being reviewed.**

Automation will look into this on CyberMars, as well as on the Staff Catalog.

- 7. An issue was sent in regarding items that have fallen out of inventory in the France Room.**

Automation will research to determine the cause.

Tech Concerns

- 1. A concern was sent in regarding the incorrect time on computers. The time still shows regular Central Standard Time, rather than daylight savings time.**

The multi-use computers went two hours ahead and Automation is not exactly sure why this is happening, however they are currently going around checking on the computers. If this issue arises again, please call Automation.

Next Tech Support meeting is scheduled for:

Tuesday, June 17, 2003
9:15 am
Downtown Library
Meeting Room B