

Tech Support

Minutes
June 17, 2003

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

Current Topics:

- 1) Updates on the following items:
 - a) Jim will investigate the feasibility of exporting budget requests to Excel.
 - i) This will be put on a 'nice to have' list
 - b) Public Services will contact employee re: accessing e-mail accounts when subbing at another library.
 - i) Done
 - c) Automation will look in to having CyberMars' reserve screen allow the customer to return to the index of selections that was being reviewed.
 - i) Done
 - d) Automation will determine the cause re: items that have fallen out of the inventory of the France Room
 - i) These will be resolved as items are found.
- 2) Archives of event calendar
 - a) Anne and Jimmy will meet with Judy to learn more about this need and determine if using the new Room Manager or other software will address the need.
- 3) Alphabetical listing of databases
 - a) Customers prefer the subject listing and we need to maintain the easiest access for the majority of users. Janet will ask Susan Ryan to review the subject listings of databases including new databases to ensure that the subject headings are the most fitting. Teresa will mock up a listing that does not have the annotations of the databases but has quick access to the annotation. Jim will review the mock listing that Teresa provides and code the links to the databases so that the provider knows that it is an MLS customer using the database.
- 4) Search function on web and intranet
 - a) Automation and Planning are working on providing the ability to search on our web and Intranet. Currently we have no projection of the completion date but we are in the process.

Standing Topics:

Internet/Intranet (No major changes to report)

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) Please consider adding the ability to view PowerPoint presentations on the Internet computers.**
 - a) Currently the multi-use and the Gates computers have PowerPoint loaded. Since this is an infrequent need, the Automation Techs will add this to the Internet computers as they have time.
- 2) Could the options for which library to pick up your materials in the Request Materials section of CyberMars automatically come up as the customer's library?**
 - a) To do this would be quite involved therefore we will not change this at this time.
- 3) Can we change the Internet scheduler to allow 8 days in advance?**
 - a) Since this seems to be a low demand need and to change is quite involved, the best option is for the library to accommodate customer's needs by reserving via the phone.
- 4) Can we print the call numbers on the spines of large print books in larger font?**
 - a) There is not enough room to accommodate a larger font on the size labels we currently use. Therefore, we would need to use larger labels which is not a feasible option at this time since it would require either using 2 size labels, or changing all labels to the new size. We would probably then need to recall the existing items to put new labels on them. The Tech Support believes that it is in the best interest for us to find other ways to accommodate such as: identify the range of call numbers on the shelf using large font; locate the material for the customer who has a special need.
- 5) Can we have the jump button in the catalog bring the specific title at the top of the page rather than at the bottom?**
 - a) The jump feature is in both the CyberMars and the staff catalogs.
 - b) To alter where on the screen the selected title appears (top, middle or bottom) affects the next and previous options as well.
 - c) The Tech Support recommends using the text box and typing more of the specific request so that the jump feature gets you closer to your selection.
- 6) What can we do to be more helpful to customers who place a reserve on a multi-volume set and want to receive all of the volumes or only specific volumes? Would it be possible to insert a comment along with the catalog record for sets and continuations to let the customer know to request staff assistance in reserving specific volumes?**
 - a) Tech Support did not fully address this issue. It will be brought back for discussion at the August meeting.

- 7) **Can we provide information to customers so that they will be able to track their request for material? Perhaps a standard is needed regarding the response time.**
 - a) We are currently receiving approximately 100 requests for materials not in system each day. Each request requires a different amount of time.
 - b) The Tech Support recommends placing some information on the form about the process and ways that the customer may self-track the request. Scott and Janet will work on this project.
- 8) **The database Encarta Researcher that was added to the Gates computers is causing concern for staff since customers use this primarily as an entry point to the Internet. Do we have to keep this software on the Gates computers? Should we stop worrying about Gates computer usage, set a one-hour time limit and not care whether they are using it for Web browsing, word processing or whatever?**
 - a) More than one agency has expressed concern about this particular database for these same reasons.
 - b) Since Encarta Researcher is a software suite it cannot be detached from the other pieces that are not of concern. Therefore, Tech Support recommends that Automation remove the icon making it much more difficult to locate and open this database.
 - c) To answer the other questions in this tech suggestion, this issue is being referred to the Public Service Council.

Tech Concerns

There were no tech concerns.

Action Items:

- Anne will work with Judy regarding the archives of the event calendar.
- Janet will ask Susan to review the subject headings of our databases.
- Teresa will develop a new design of the database listings.
- Jim will review and code the new database listing.
- Scott and Janet will write some copy to be included in the Request for Material section of the catalog informing customers of the process. Jimmy will make the changes in CyberMars

Next Tech Support meeting is scheduled for:

Tuesday, August 26, 2003

9:15 am

Downtown Library

Meeting Room B