

Tech Support

Minutes
December 16, 2003

Present: Kay Bauman, Jim Welch, Anne Fischer, Linda Jameson, Traci Jinkens, Randy Wayland, Scott Carter, Teresa Goggins, Crystal Giles, Karen Marriott, Janet Brooks, Judy Walden, Donna Morris

Update on Action Items:

1. Teresa will e-mail the link of the mock up listing of library databases to all Tech Support members so that they can provide any further information regarding the mock up listing.
A mock database page was e-mailed to Tech Support. Feedback from members indicated that not all of the alphabetical listing of databases was included in the mock up listing. When all of the databases were added, the list became extremely long which either required the list to be put into frames or reorganized. As a result, the page was reorganized and the new page was presented to Tech Support. The Automation Department was a significant factor with providing assistance and feedback on the database page. Teresa will send the revised page to all Tech Support members. Kay expressed a need for something more inviting to the public than the words "MLS Databases". Kay asked Scott for help with this. Kay also reported that she has been working on a re-wording of the instructions for the library databases, however she has found that instructions on how to use the databases vary. What is needed are instructions that are generic enough to work on the differing databases. Upon looking at the page that will be e-mailed by Teresa, if Tech Support members have any thoughts/suggestions on the wording in the instructions, please contact Kay.
2. Automation will include a message under the "library code table" on the description screen, which may state, "This is a multi-volume work. Please contact your library to request a specific volume."
Automation has done this and the wording states, "Note: This is a multi-volume set. When you need a specific volume(s), consult with a librarian. When you want any volume, use the Request Copy button."
3. Janet will e-mail Jim the proposed changes for the new user's request instructions and e-mail.
The new instructions have been initiated.
4. Automation will review alternate ways to differentiate loaned items.
There is no way to accomplish this without causing bigger issues. This is not a win-win situation and we have received few complaints; therefore, we will leave the item "as is."
5. Sue will send Jim more information regarding saving images as jpeg vs. bitmap.
This issue has been resolved.
6. Judy and Denyvetta will discuss the issue regarding addresses that fall outside of the service area at a Library Manager's meeting to see what resources they are using. Phone confirmations need to be addressed also.

Judy and Denyvetta discussed these issues at the Library Manager's meeting. Managers shared with one another the resources they use. There is no strong request to do anything.

7. Donna will look into the issue of a checkout period longer than two weeks for customers going on vacation.
We will not be doing this.
8. Automation will switch the bib number and shelf number and place a short statement notifying customers which number is to be used to locate an item on the shelf.
This has been taken care of. To the right of the bib number, Automation has also helped the differentiation by adding (For staff use).
9. Kay will ask Judy to see a replacement to fill the librarian representation.
We said good-bye last month to Sue Hall and this month we say good-bye to Debra Spindle. Both have been a great source of information for the Tech Support. Kay welcomed Randy Wayland to his first Tech Support meeting. Randy has replaced Debra Spindle. Linda Gens will also be joining us at the next Tech Support meeting. She is Sue Hall's replacement.
10. Kay will review the terms of all rotating positions.
Kay created a spreadsheet for all members showing the terms of the rotating position, along with proposed future meeting dates. The group made a few changes to the meeting dates. An updated version of this information is attached to these minutes.
11. Scott received a customer complaint regarding the issuing of receipts.
Jim will be investigating all that this entails.

Standing Topics:

Internet/Intranet

- **MLS Who's Who Directory**
Developed in response to three ILS issues: staff locator, organizational chart and who works where. Who's who can be found on both the staff home page and on the Intranet under General Information.
- **Meeting Calendar/Event Calendar**
Both of these calendars replace the Calendar that was on the staff home page. Both calendar names capture the type of information contained in them.
- **MLS Intranet Search**
Tech Support viewed the search function, which is a work-in-progress. For future purposes, employees will be able to access this link by locating it on the staff home page and as part of the Intranet template. A new design will be developed for the Intranet as a result of the search feature. The search function will be on every page. Planning is currently in the process of renaming files for the Intranet's search function.
- **Teresa has gathered content from departments, which she will then format for the Intranet.**

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 request was sent in stating that “For those printing in black and white everything but the Subject, Date, From and To are so faint as to be invisible. Please consider this.”
Many ideas were discussed. Automation will add a printing tip on CyberMARS. Staff should also be alerted as to how to do this, in anticipation of future customer requests.
 2. A suggestion was sent in wanting to know if we could possibly create a location code for YA Sequoyah books and YA Award books.
Judy will bring this topic to the next Library Manager’s meeting.
 3. A question was submitted asking if we could have the 11 departments alphabetized that are currently on the temp loan screen.
Automation will alphabetize the departments.
 4. A suggestion was sent in asking for there to be an area on the web site that features new materials.
There is currently a way to search for new items on CyberMARS using the advanced search feature. Kay, Janet and Karen will work on revamping the advanced search instructions.

Action Items:

- Kay will finalize the instructions to use the databases.
- Teresa will e-mail new database listing to all Tech Support members when Kay completes her action item.
- Scott will consider more inviting wording than “MLS Databases” and provide those to Kay.
- Automation will add a printing tip on CyberMARS alerting customers to set up their browsers so that the headings are visible when printed.
- Judy will bring the suggestion of new location codes, YA Sequoyah and YA Award, to next Library Manager’s meeting.
- Automation will alphabetize the department listing on the temp loan screen.
- Kay, Janet and Karen will work on revamping the advanced search instructions on CyberMARS.

Next Tech Support meeting is scheduled for:

Tuesday, March 2, 2004

9:15 am

Downtown Library

Meeting Room B

Ad Team and ILS Team,

Tech Group is now called **TECH SUPPORT** and is modifying the membership to include **all** Ad Team and ILS Team members. Ad Team members may attend meetings as they wish or when it is most pertinent. Automation, Public Services, Materials Selection and Planning will always have a representative present. The ILS Team members will become members of Tech Support. In so doing, tech issues that come up will be addressed monthly instead of 3 times a year.

Here is a list of current Tech Support members:

Position	Name
Deputy Director of MLS for Information Technology	Jim Welch
Deputy Director of MLS for Public Services	Judy Walden
Director of Branch Services	Denyvetta Davis
Director of Development & Volunteer Services	Ernestine Clark
Director of Finance	Anne Hsieh
Director of Human Resources	Ric Rea
Director of Information Technology	Anne Fischer
Director of Materials Services	Karen Marriott
Director of Outreach, Children's Services & Services to Seniors	Dana Morrow
Director of Planning & Training	Kay Bauman
Director of Marketing & Communications	Scott Carter
Executive Director	Donna Morris
Library Manager (rotating position)	Randy Wayland LM (term 12/03-12/05)
Materials Selection Manager	Janet Brooks
Rotating position	Crystal Giles Cat. (term 10/02-10/04)
Rotating position	Linda Jameson Circ (1/03-1/05)
Rotating position	Linda Gens Lib. (term 12/03-12/05)
Webmaster	Teresa Goggins

Tech Support *generally* meets on the 4th Tuesday of every other month at 9:15

Downtown. Below is the schedule so you can mark your calendar:

- Tuesday, March 2, 2004 (This is an exception since PLA falls on our regular date)
- Tuesday, April 27, 2004
- Tuesday, June 22, 2004
- Tuesday, August 24, 2004
- Tuesday, October 26, 2004
- Tuesday December 28, 2004

If you have any questions please feel free to contact me.

Kay