

Tech Support

Minutes
April 27, 2004

Present: Lloyd Lovely, Kay Bauman, Linda Jameson, Janet Brooks, Randy Wayland, Traci Jinkens, Karen Marriott, Linda Gens, Judy Walden, Crystal Giles, Donna Morris, Scott Carter

Update on Action Items:

1. Scott will compile a “top 20” listing of more inviting wording than “MLS Databases”. He will investigate each name due to copyright issues.
Scott reported that he is still working on this assignment, however he will e-mail Kay what he has compiled so far.
2. Judy will review new location codes, YA Sequoyah and YA Award.
Judy did present this issue to library managers. Library managers would like to see these two new location codes added. This issue will be forwarded to Automation for updating.
3. Kay and Jim will work on revamping the advanced search instructions on CyberMARS.
Kay reported that they are still working on this.
4. Judy will present “E-mail notifications of forthcoming events” to Public Services Council.
We will not be adding this new service.
5. Kay will discuss mlsSerials training with Helen.
Kay did discuss this with Helen. She will now need to discuss it with Jim. Janet suggested that Susan Ryan and Greg Bennett team up to discuss possible training issues. Kay will find out the status of mlsSerials and give Janet a possible timeline for training.
6. Scott will notify staff and customers of social security number changes and will notify Jim of the implementation date.
This has been done.
7. Marketing will incorporate the deletion of social security numbers from future library card application forms.
As more forms are printed, this will be taken care of.
8. Judy will discuss adding a “Display” location code at next Library Manager’s meeting.
Judy brought this issue to the library managers meeting. She is now awaiting a response from Jim.
9. Automation will disable the address bar from the computers used only for CyberMARS and databases.
Jim and Anne were unable to be with us at this meeting, therefore this action item will be updated at the next Tech Support meeting.

Standing Topics:

Intranet – Traci Jinkens

- Creation of the Ronald J. Norick Downtown Library Move page
- With the aid of Janet Brooks and Elizabeth Kessler, several broken links on the Homework page were updated

MLS Intranet Guidelines – Kay Bauman

Kay provided Tech members with a proposed set of guidelines for putting information out on the Intranet. Members were encouraged to give feedback and discuss areas of concern.

Several issues were discussed and changes will be made to the set of guidelines.

Internet – Traci Jinkens

- Worked with Anne Fischer on updating information on the home page
- Nancy Lytle provided several news releases to be added to the Internet
- Spotlight On... for May
- Teen Zine
- Kids Book Reviews

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 sent in to have Readers Advisory Lists available on the Intranet with links to the library catalog.

In order for us to accomplish something like this we would need to have someone working on this project full-time. We do not have the resources available.

Additionally, we have Novelist, which is a great resource for Readers Advisory therefore we will not be doing this.

2. A request was sent in to have computer software for children available for check out.

We will not be doing this as it would be considered a new service. There are also too many issues related to doing this, e.g. licensing and virus.

Action Items

1. Scott will e-mail Kay the “top 20” listing of more inviting wording than “MLS Databases.”
2. Automation will add location codes, YA Sequoyah and YA Award.
3. Kay will discuss mlsSerials with Jim and give Janet a possible timeline for training purposes.
4. Judy and Jim will discuss the “Display” location code.
5. Automation will disable the address bar from the computers used only for CyberMARS and databases (carryover from last meeting).
6. Lloyd will look into updating the parking voucher and parking maps to reflect new location.
7. Kay will look into changing “Department” header on the Intranet to be more meaningful to employees.

**Next Tech Support Meeting
Tuesday, June 22, 2004
9:15 am
Ronald J. Norick Downtown Library**