

Tech Support

Minutes

August 24, 2004

Present: Jim Welch, Anne Fischer, Randy Wayland, Teresa Goggins, Lloyd Lovely, Ric Rea, Karen Marriott, Kay Bauman, Judy Walden, Donna Morris, Crystal Giles, Traci Jinkens

Update on Action Items:

1. Judy and Jim will work on and send a memo alerting staff to the new "Display" codes. *This has been done.*
2. Lloyd will work with Lori Kane on issuing parking coupons for visitors to the new RJN DN Library. *This has been done.*
3. Lloyd, Woodrow and Traci will work on updating the parking map to reflect only those locations that visitors can park. *This has been done.*
4. Judy will send out an e-mail to staff regarding implementation of the change in the mlsHRPay screen. *This has been done.*
5. Judy will discuss having a "book drop renew" button at the next Library Manager's meeting. *The System Reserve Task Force is reviewing this.*
6. Cataloging and Materials Selection will discuss cross-referencing and added entries. *They have met to discuss both issues. They will now need to meet with Jim to discuss their ideas.*
7. Judy will find out how many libraries actually code for BKR and leave it that way. She will discuss this issue at the next Library Manager's meeting and e-mail the results to Tech Support members. *This has been done. Judy will be compiling a list of all location codes and will run the list by library managers. Managers will review the list and provide feedback on what is needed/not needed.*

Current Topics:

1. Delay E-mail Notifying Customers Their Reserves are In – Judy Walden & Jim Welch
The System Reserve Task Force is reviewing this.
2. Employee Leave Calendar – Jim Welch
Jim demonstrated the new employee leave calendar. Discussion followed as to whom should be able to access the calendar and the placement of the calendar on the Intranet. It was decided that it should be available to supervisors only and will be placed on the staff home page.
3. Drop Down Sample Page for Intranet – Teresa Goggins
Teresa demonstrated a sample page for the Intranet which included drop down menus consisting of headers. The idea behind the development of the page was to incorporate the usage of topics as headers for a more user-friendly approach. Teresa will send a link to the sample page to all Tech Support members. Furthermore, she has requested feedback on possible topic headers, what pages go under what topics, and if the page/headers are user-friendly. Discussion followed. Teresa asked Tech Support members to begin sending her ideas on what they would like to see as an Internet design. She encouraged members to send her,

via e-mail, websites they like (are impressed with) so that she can get some design ideas.

4. Searches on Catalog

In response to frequent requests from customers on obtaining a list of new books, Kay has drafted some ideas about what may help customers when needing aid in performing searching on the library catalog. She developed a draft of what common questions customers may have when trying to locate titles, i.e. new titles. A draft of what Kay has developed is attached at the end of these minutes. Kay asked Tech Support members to look through the draft to see if it would be helpful in addressing customer questions. Judy suggested getting feedback from Public Service staff regarding frequently asked questions.

Standing Topics:

ILS Issues – **Attention Employees:** When submitting Tech Concerns and Suggestions, be sure and write down specifically what is needed and/or wanted. Find out the specifics: Who? What? When? Where? Why? and How? The more details provided in your e-mail, the better! Thanks, ***Tech Support***

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 customer suggestion was sent in stating it would be nice to be notified sooner by e-mail when her items are overdue. She said it would help get the books to the next people waiting sooner.
In order for Information Technology to do this, they would have to hire an additional person due to the increased workload; therefore we will not be doing this.
 2. A suggestion was made to make the five-minute warning on the computers larger and more eye-catching.
Information Technology will be implementing a change. The five-minute warning will flash and last longer. Customers will be unable to cover up the warning by looking at other windows. The warning will disappear after 30 seconds or by closing the warning box.
 3. A request was sent in to have a 5-7 digit space for customers work numbers for the extension.
The work number is a very rarely used item, therefore do not worry about inputting it. Employees can leave the field blank.
 4. A concern was sent in stating that customers are able to create a chat line via the “My Network Places” icon on the public access multi-task computers.

Furthermore they are also able to access the Internet without a library card through this means.

Information Technology stated that this was a computer problem and has been fixed.

5. A suggestion was sent in asking if there was a way to have the V-Circ Inventory tab linked to the MLSMaterials so that when a book is coded as "Missing" the title would then be added to the library's replacement batch file.

We will not be doing this. It brings up several issues: (1) Not everything coded as Missing would need to be replaced; (2) Who will be taking the title out of the replacements if the book is found?; and (3) Having these two features linked would make the replacement batch file very large.

Meeting dismissed at 10:30 am.

Action Items

- Materials Selection and Cataloging will meet with Jim to discuss ideas re: cross-referencing and added entries.
- Judy will compile a list of all location codes and will run the list by Library Managers to decide which ones to take out of the change location and temp loan options. Managers will review the list and provide feedback on what is needed/not needed.
- Teresa will send a link to the Drop Down Sample Page to all Tech Support members. Tech Support members will need to provide feedback to Teresa.
- Teresa requested Tech Support members to begin sending her ideas on what they would like the Internet to look like.
- Kay requested Tech Support members to look through the draft to see if it would be helpful in addressing customer questions. Please provide her with feedback.
- Kay will obtain feedback from Public Service staff regarding customer frequently asked questions.
- Information Technology will implement the change to the five-minute warning on library computers.

**Next Tech Support Meeting
Tuesday, October 26, 2004
9:15 am
Ronald J. Norick Downtown Library
Director's Conference Room**

How are the materials categorized?

As you may recall from school, materials fall into two basic categories: Non-Fiction and Fiction.

Non-Fiction are not made-up, that is true, factual information. With non-fiction, materials are assigned a numerical category according to their topic, the Dewey Decimal Classification, and are organized on the shelves by that number. That makes it possible to find materials on the same topic together on the shelves.

Fiction are made-up stories or novels. Fiction are also assigned a category, called a genre (zhon-ra), which are broad topics. Since fiction materials are arranged on the shelves by author, to locate the genre you want to read, you need to use the catalog or ask a librarian. Here's a list of the genre headings we use:

Genre	Search Syntax if different from genre heading
Action-adventure stories	
American fiction—African-American authors	African-American authors
Biographical fiction	
Detective and mystery stories	
Fantastic fiction [adult heading]	
Fantasy [juvenile heading]	
Fiction—Black authors	
Gay/lesbian fiction	
Ghost stories	
Historical fiction	
Horror tales	
Inspirational fiction	
Legal stories	
Love stories	
Mystery and detective stories [juvenile heading]	
Political fiction	
Romantic suspense novels	
Science fiction	
Short stories	
Spy stories	
Suspense stories	
Western stories	
Women's fiction	

So, for instance, if you want to find a romance novel, here's how to do it:

1. From the simple search screen, type in the "enter search words" box: love w stories. (By using the "w" your search will retrieve items that have those two words adjacent to one another and in that order.)
2. Click keyword or hit the enter key.
3. You will get a large number of results, which will not include everything we own. However, the newest items will be listed first.

Here's another way that will further refine your search:

1. Choose the 'Advanced keyword search'
2. In the keyword box type: love stories
3. Use the drop down box named 'Index' and select the 'subject index'
4. Select the media type you want, such as book.
5. If you want, you can limit the publication dates. So, for instance if you want the newest dates, select the current year for the begin and end years.
6. Hit the search button. You will get a large number of results, which will not include everything we own. However, the newest items will be listed first.

Tip: You can search for two or more genres in one search request.

How do I find the newest materials?

1. When you use the simple search to find keywords, your results are displayed from the newest to the oldest by publication date.
2. Or, choose to search on the advanced keyword search screen and use the date range restrictions by indicating the begin and end year as the current year.

Tip: You may find it useful to know that when you search by any category other than keyword (author, title, subject, shelf number) the results are displayed alphabetically by author, title or shelf number rather than by publication date.

How can I find the bestsellers?

Here is the link to the New York Times Bestseller list.

<http://www.nytimes.com/pages/books/bestseller/index.html>

When you locate the title or author you are interested in, use the CyberMars to search by title or author. These titles are in high demand and you have the greatest success in borrowing a copy from us by placing your name on the reserve list for that item.

How do I reserve an item?

Examples of non-fiction subject headings:

1. How can I find biographies?
 - a. Use the advanced keyword searching, type in biographies, select the subject index, media and date range you want. This will provide you with a listing of non-fiction items that are biographies.
2. How can I find biographies about a specific person?
 - a. To locate a biography about a specific individual, type that person's name in the advanced keyword search, select the index and media type.
3. How can I find biographies about people who done specific things?
 - a. For instance, to locate a listing of biographies about sports figures type in the 'enter search words' box: biographies and sports, then select the subject index and media or date range you want. Or, to locate scientists, type in the "enter search words" box: biographies and scientist, select the subject index and if you want the media and date range you want.

Tip: If you do not select the subject index, your results may include items that are not on your topic since the computer will hunt for the words you entered to appear anywhere in the item's record. Sometimes that can be very helpful to you. For example, if you are finding very little or nothing with the terms you're using.

4. How can I find true crime books?
 - a. The true crime materials all have a shelf number that begins 364.1. One way to search the catalog for this topic is to search by shelf number. Type in the number and hit 'shelf number'. The list will be quite lengthy.
 - b. You can also find some of the true crime books by searching for the subject headings: crime and biographies in the advanced keyword search screen.