Tech Support Minutes
February 22, 2005

Attendance: Kay Bauman, Denyvetta Davis, Janet Brooks, Randy Wayland, Clyde Herrod, Teresa Goggins, Anne Fischer, Jim Welch, Karen Marriott

Current Topics

1. Update on Action Items

    ♦ Materials Selection and Cataloging will meet with Jim to discuss ideas re: cross-referencing and added entries. *Do not recommend doing it as this time.*
    ♦ Information Technology will removed SRS and BKR as an option from the Location Tab. SRS and BKR will both be under the Temp Loan tab. *Done.*
    ♦ Kay and Jim will get together with a representative from the Belle Isle, Midwest City and Downtown libraries to discuss exactly what is needed, in the way of forms, in the MLS Room Manager and the pros and cons. *Need to make some changes before proceeding. Jim does not need to be involved with this action item as of yet. Kay and Denyvetta will meet to work on this.*
    ♦ Traci will working with Marketing to obtain a copy of the Spanish version of the Internet Agreement and place it on the Intranet's Forms page. *Laura McMurtry, from Information Technology, translated the current Internet Agreement. This new form has been placed on the Intranet.*
    ♦ Jim and/or Anne will meet with Library Manager's on November 10, 2004 to discuss the System Reserve Shelf Pull List. *Anne attended the meeting. Jim and Denyvetta have received positive feedback from library managers.*

2. Standing Topics

    ♦ Internet/Intranet – Teresa

    Teresa will be launching the Intranet the first week of April. She solicited marketing ideas from Tech Support members. It was suggested that Teresa attend the next Library Manager's meeting on March 23rd and also possibly have an "open house" for all supervisors to drop by and work with the new Intranet.

    Kay reminded the group that one of the goals of the new Intranet was to steer away from departmental pages and to have information presented topically.

    Teresa will be creating two designs for the Internet and will send out to Tech Support members for input. She will also be creating a content management system which will hold others responsible for supplying content for the Internet and also marketing that information.

♦ ILS Issues

1. A suggestion was made to have FRN be a possible code for paperback categories to help in shelving Spanish collection titles. *Tech Support suggests using a sticker to help with shelving.*
2. A question was asked if the reserve function on the MLS catalog be more the V-Circ reserve. Furthermore, could the bib # choice be added to the reserve function? *The bib # is not needed when reserving titles on the MLS catalog. One must already be on the title that s/he is wanting to reserve. The item # field is not a requirement when entering reserves using the catalog; it can be left blank.*
3. A suggestion was sent in asking if it would be possible for customers not to have to confirm that they want a reserve, but only to indicate if they don't. *We have to be sure customers are notified of reserves due to many factors, i.e. customers changing service providers, etc. If this feature were done away with, Information Technology would have no way of knowing if customers were not getting their notifications.*
4. A comment was sent in stating that a customer had scheduled time to be on the Internet, however showed up 15 minutes late and expected to have the computer for the full scheduled amount of time. *Tech Support feels that the customer was not given other options.*
5. In the Materials Selection program, the replacement tab mysteriously goes away and the employee then has to log back in again, using a password. The suggestion is to have the replacement tab stay where it is for a longer period of time. *Information Technology will investigate further.*
6. A suggestion was made to have a pop-up screen appear after a customer reserves a title stating something about the status of the reserve and that it isn't going to be pulled the minute they have placed the reserve. Furthermore, change the wording "on shelf" to something closer to "checked in." *These issues will be postponed until after the System Reserve Task Force meets. These issues will require further investigation.*
7. A suggestion was sent in asking if it would be possible to change the icon label "CyberMARS" to something that serves more adequately as an indicator for the library catalog. *Information Technology will work on this.*
8. A request was sent in to have the ability to export, to an Excel file, the replacement lists from the Materials program. *Janet will investigate this issue further.*
9. A suggestion was made to have a customer be able to renew a title, even if there are others waiting for it, as long as there are plenty of other copies available on the shelf. *This will need to be discussed during the next System Reserve Task Force meeting. We will do this only if the results of other System Reserve issues, i.e. "in transit" are approved during the task force meeting.*
10. A customer requested that we have a "wish list" available for her/him to maintain a list of books that s/he would like to check out in the future. *There are numerous concerns with us doing this, namely the Patriot Act and keeping this type of information about customers. Kay will investigate this issue further.*

11. A customer suggested that we have CD burners available so that s/he could work on projects outside of their workplace. *We will not be putting CD burners on public computers. Problems that Information Technology has seen with just having the CD drive available are: ruining drive due to messed up CDs and customers downloading software onto the public computers. If we decide to allow customers to use a removable device other than a floppy disk, Information Technology would rather customers use USB drives; they are less likely to do damage the computer unit. Information Technology will investigate the feasibility of allowing these devices to be used in public computers.*

Miscellaneous

Due to the ALA Conference taking place the last week of June, the June 28th meeting was rescheduled to take place on June 21, 2005.

Action Items

- Kay and Denyvetta will meet to discuss exactly what is needed, in the way of forms, in the MLS Room Manager and the pros and cons.
- Teresa will be having an "open house" for all supervisors to drop by and work with the revised Intranet.
- Teresa will create two designs for the Internet and send to Tech Support members for input.
- Information Technology will investigate problem with the replacement tab in the Materials Selection program which mysteriously goes away.
- Information Technology will work on possibly changing the icon label "CyberMARS" making it more easily identifiable for customers.
- Janet will investigate request sent in about having the ability to export replacement lists from the Materials Selection program into Excel.
- Kay will investigate a customer request for a "wish list".
- Information Technology will investigate the feasibility of allowing USB drives in public computers.

Next Tech Support Meeting

April 26, 2005 at 9:15 am
Downtown Library
Lee B. Brawner Conference Room