

Tech Support Minutes

Tuesday August 23rd, 2005

9:15 am

Downtown Library, Lee B. Brawner Conference Room

Attendance

Kay Bauman, Janet Brooks, Denyvetta Davis, Anne Fischer, Teresa Goggins, Clyde Herrod, Lloyd Lovely, Kim Terry, Randy Wayland, and Jimmy Welch

Update on Action Items

1. Janet Brooks discussed the results of the Materials Selection Program survey.
 - a. Tech Group at this time recommends no changes.
2. Kay Bauman discussed the possible "Wish List" on CyberMARS. The "Wish List" may be customer centered but is not easily feasible. Tech Group at this time recommends no changes.
 - a. Reserve Limit on items discussed. Tech Group recommended that 30 items be able to be reserved at one time. Denyvetta Davis would address this issue at the next Managers Meeting. Donna Morris and other staff would be consulted on this issue.
 - i. Item is pending.
3. Tech Support received a question concerning using LARGE PRINT by large print items on cyberMARS instead of a book.
 - a. Jimmy Welch stated this issue would be addressed during upcoming version of cyberMARS.

Current Topics

1. Jimmy Welch presented a suggestion for a replacement printer which had easy loading paper entry.
 - a. Jimmy Welch also presented new receipts for checkout that included a bolder date and a larger type.
 - i. Tech Group recommended buying and using new Star Printers with the easy loading paper entry.

Standing Topics

1. Intranet—No updates
2. Internet—Teresa Goggins and Kim Terry presented new website design templates for the Metropolitan Library System's website.

- a. Tech Support viewed three different template choices.
- b. Teresa Goggins and Kim Terry gave Tech Support a spreadsheet to categorize the most appropriate links for the main page.
 - i. Teresa and Kim encourage the Tech Support group to send them feedback about what features they would like or would like to see changed.

ILS Issues

1. A concern was raised to the Tech Support group concerning the LC subject headings of C, C#, C++ in cyberMARS. Customers searching for books on C# received a message – Truncated words too short. *IT will look at this issue and report findings.*
2. A suggestion was made to see if there was a possibility to make the Room Manager capable of removing the setup/cleanup buffer zone on study carrels. *Tech Support Group decided this would not be a practical solution for the Room Manager Program.*
3. A suggestion was made to create a new circulation code for uncataloged foreign paperbacks on cyberMARS. *Tech Support suggested using stickers for easier shelving of foreign paperbacks.*

Action Items

1. Kay Bauman and Jimmy Welch will discuss the Reserve Limit on cyberMARS.
2. IT would be looking at the LC subject headings of C, C#, C++ in cyberMARS used in searching.
3. Tech Group will review new web page designs and submit feedback to Teresa and Kim.

Upcoming Tech Support Meeting

Tuesday, October 25th, 2005

9:15 am

Downtown Library, Lee B. Brawner Executive Conference Room