

Tech Support Minutes

Tuesday October 25th, 2005

9:15 am

Downtown Library, Lee B. Brawner Conference Room

Attendance

Kay Bauman, Janet Brooks, Denyvetta Davis, Clyde Herrod, Lloyd Lovely, Karen Marriott, Donna Morris, Kim Terry, Randy Wayland, and Jimmy Welch

Update on Action Items

1. Kay Bauman stated that the new reserve limit of 30 items is now in place on CyberMARS allowing only 30 items to be placed on reserve at any given time.
2. Jim Welch stated that CyberMARS went through changes to accommodate how the LC subject headings of C, C#, C++ were searched.
3. Kim Terry stated that web template was still being worked on and hopes to be completed before the next Tech Support Group.

Current Topics

1. Jimmy Welch presented a newer version of CyberMARS.
 - a. New version has many updates on the existing program that will be more user-friendly, helps control Internet databases used without a library card login, and an enhanced Parental Control tab allowing parents to block certain subject areas on materials at the library.
 - b. New version also has ability to be viewed in Spanish and has an option for larger font size.

Standing Topics

1. Intranet—No updates.
2. Internet—Internet template still being completed and there will be a new Spotlight On displayed on the Internet for November.

ILS Issues

1. The Edmond Library emailed a suggestion concerning an "extra-day" extension for items placed on reserve for library customers who did not receive email confirmation or postal confirmation in ample time.
 - a. Tech Support stated, "An agency receives a reserve. Postcard notifications are sent Monday-Friday after 3:00 pm. Email notifications are sent soon after reserve receipt. Email notification requires confirmation within 24-hours and a customer is given seven days to obtain the material. If the customer does not confirm within 24-hours the following work day a postcard is sent and the seven day count restarts. Customers are provided seven days to pick up the material from the date the postcard is mailed. "
 - i. Tech Support believes there is sufficient time and does not recommend implementing additional time for items on reserve.
2. Materials Selection received an email suggestion from a customer. The customer asked if there could be a publicized list of all new acquisitions into the system.
 - a. Tech Support does not recommend posting all new material acquisitions due to the fact that over 800 items are processed daily and over 5000 items are ordered per week. The upkeep on such a project would be hard to maintain.
3. The Midwest City library received a suggestion from a customer that asked if it were possible to reserve magazines held by other libraries.
 - a. Tech Support does not recommend processing magazines for reserves; rather they recommend the current process continue so that staff responds to these requests similar to a reference question.

Action Items

No action items

Upcoming Tech Support Meeting

Tuesday, December 27th, 2005

9:15 am

Downtown Library, Lee B. Brawner Executive Conference Room