Tech Support Minutes
Tuesday February 21st, 2006
9:15 am
Downtown Library, Lee B. Brawner Conference Room

Attendance

Kay Bauman, Janet Brooks, Anne Fisher, Teresa Goggins, Clyde Herrod, Lloyd Lovely, Donna Morris, Randy Wayland, and Jimmy Welch

Update on Action Items

No Items

Current Topics

No Items

Standing Topics

1. Intranet—Teresa announced the Intranet homepage has been changed to link to the databases on CyberMARS.
2. Internet—Teresa announced that the Internet was launched on Monday January 20th, 2006. Jimmy and Anne helped make the process possible by coming in on Sunday to transition the page over. Additionally, Kay and Kellie assisted with testing and switching over the pages.

ILS Issues

1. A verbal suggestion was given to the Webmaster to place the website on the back of the library cards.
   a. IT announced library cards have already been ordered and will consider placing the website on the next batch of cards ordered.
2. After an incident report was filed, an issue concerning the PPO option on CyberMARS was addressed. Any child card can be changed by anyone who has any adult card that has the child's number and first four letters of the child's last name.
   a. Tech Support concluded that on the PPO option indicates which individual made the changes to a child's card. If a parent is concerned about the child's card, the parent may view the child's card and see

who last updated the card. A new card could be issued to a child who has had a card tampered with and will be dealt with on a case by case basis.

3. A tech concern was received over the spam email being received on some library email address accounts.

    a. According to Tech Support, the library system does not have an email server. Onenet provides the email server and scores emails on levels to see if text fits into spam or not. If the level was set higher, a risk of losing valid email occurs. The library cannot afford a chance of losing valid emails and asks library staff to continue to delete the spam in the inbox.

4. A tech suggestion was received to add another field on bibliographic records. This field would note a change in publication date.

    a. Tech Support decided that adding this extra field is not practical and does not occur enough for a need for this type of field.

5. A tech suggestion was received on using an individual's social security number for logon in library related programs. The suggestion stated limiting the SSN to the last four digits will help with security related issues.

    a. Tech Support concluded that the programs using the SSN are on a very secure network and that the SSN is one number all employees have that is specific to the individual. The logon for the SSN is a blind-logon, meaning individuals cannot see the numbers that are being typed, which provides added security. Tech Support does recommend removing the SSN from the logon for the reasons stated above.

6. A tech suggestion was received concerning library system laptops. The suggestion asked if system laptops could be checked out to offer computer classes.

    a. Tech Support decided that the computer courses being taught through Metro Tech provide their own traveling laptops for demonstration use. Libraries that have computer labs could be used more frequently; it is in the library's best interest to contract out for those particular classes instead of buying new equipment.

7. On the same suggestion, the individual was curious about the chance of having laptops available with MLS software loaded onto it to help with collection management.

      a. Currently, IT is working on this project.
8. A tech suggestion was received over having an audible prompt to receive a new phone number on customer's cards that have an incorrect phone number.
      a. Tech Support stated that individuals are not required to provide a phone number when receiving his or her card. The library cannot stop service because of an invalid phone number but can place a stop on the card if the address is wrong. Tech Support does not recommend adding this service.
9. A tech suggestion was received to Podcast library events.
      a. Tech Support stated that there are additional items that would have to be addressed with the Podcast such as permission rights and adding all of the events to the website. Currently, the Tech Support does not recommend Podcasting library events.

Action Items

No action items

Upcoming Tech Support Meeting

Tuesday, April 18th, 2006

9:15 am

Downtown Library, Lee B. Brawner Executive Conference Room