**Tech Support Minutes**
**Tuesday April 18th, 2006**
**9:15 am**
**Downtown Library, Lee B. Brawner Conference Room**

**Attendance**

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

**Update on Action Items**

No Items

**Current Topics**

No Items

**Standing Topics**

1. Internet—Teresa announced she attended a web managers meeting complements of the Government. She stated she would be looking at items on the Internet to see if they were compliant. She has been working on new volunteer pages and a site menu.
2. Intranet—Teresa announced she would be redesigning the current Intranet homepage with headlines.

**ILS Issues**

1. Tech Support exchanged information on a suggestion received by IT from a fellow staff member on the new CyberMARS. IT replied back and the letter was discussed.
2. A suggestion was received by Tech Support to notify customers a *x* number of days before an specific item was due.
    a. Tech Support decided that this project would be difficult to implement due to the large amounts of emails being sent for such a project. Currently, the library sends out thousands of emails daily. This suggestion would require that interval change on when to generate emails.

3. Tech Support received a suggestion to show the number of renewals on a customer's listing or a numeric indicator showing how many times the item has been renewed.
    a. Tech Support discussed this matter and decided there would be no need to check for this information due to the current loan policy in place. According the MLS Borrowing Policy (AM 100 – Borrowing):

    **3) Loan Periods and Renewals**
        a) Books, other printed materials, audiocassettes and recordings may be checked out for two weeks. They may be renewed twice to a maximum loan period of 42 days if there is no System Reserves request for the items during that period.
        b) Videos may be checked out for seven days and renewed twice to a maximum loan period of 21 days, if there is no System Reserves request for the items during that period.
        c) See appropriate section or attachment for loan periods for other materials and interlibrary loan."

    *Note: Customers may attempt to renew materials anytime within the maximum loan period, which varies depending on the media type. There is no limit to the number of times an item may be renewed. The software permits renewals until the maximum loan period is reached, which is calculated from the original checkout date. The 2 renewals is based on the concept of an item being renewed on the due date each time.*

4. Tech Support received a suggestion to get wireless scanners for inventory processing.
    a. Tech Support has already addressed this issue in the past but is working towards the availability of such scanners and laptops for inventory processing in the future. IT has already purchased four laptops with barcode scanners and has allocated funds for next year's budget for all full-service libraries.
5. Tech Support received a suggestion to show all the databases available on the All Databases tab.
    a. IT has addressed this with the individual who suggested this request. The initial request arose with the individual's screen revolution being

800 by 600 limiting the amount of screen available to be seen and a toolbar that blocked the scroll bar.  Tech Support stated that all databases subscribed to are listed on the All Databases tab.

**Action Items**

No action items

**Upcoming Tech Support Meeting**

Tuesday, June 20th, 2006

9:15 am

Downtown Library, Lee B. Brawner Executive Conference Room