

Tech Support Minutes

Tuesday August 22nd, 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, Donna Morris, Mary Patton (guest), Kim Terry, Randy Wayland, and Jimmy Welch

Update on Action Items

No Items

Current Topics

No Items

Standing Topics

1. Internet—Teresa announced that she had been working with Development to fix the header for the Endowment pages. Teresa also talked about the use of the Summer Reading Pages. Sample teen pages were sent to Kim Terry and Emily Williams for review and guidelines were sent for those to be content providers.
2. Intranet—Teresa is still completing an ongoing project of cleaning files and renaming tags in documents on the Intranet. Kim Terry and Kay Bauman suggested changing the template and adding a navigation button for the What's New page instead of a drop-down menu.

ILS Issues

1. A suggestion was received by Tech Support to have alternate sequencing in assigning computers on the new PCLibrarian software to help with the influx of influx of students after school.
 - a. Tech Support concluded that alternate sequence would not be the solution to the problem and this issue will be readdressed by the Tech Users committee.

2. A suggestion was made by a customer to remove the Library Card number and the customer name from the receipt for materials and fines paid. This decision was already addressed in 2002.
 - a. Tech Support concluded that the library card number is the only dependable factor since names can change or names are similar. They also stated that the library card number and name can only be used to reserve materials and Internet time.
3. Two suggestions were made over new materials in the library. One suggestion asked to place new material acquisitions on the Internet website and suggested listing the new materials into separate categories for those who are browsing and do not have an author or title preference.
 - a. This issue has already been addressed by Tech Support. They do not recommend posting all new material acquisitions on the Internet due to the fact that there are over 800 items processed daily and over 5000 items ordered per week.
 - b. Jimmy Welch made a suggestion to review what other libraries are doing on this subject and that RSS feeds are sometimes used.
4. A verbal suggestion was made to have different library cards for Teen Boys.
 - a. Tech Support concluded it would not be cost effective to order different sets of cards for every user group. The library already orders annual fee cards, reciprocal, regular, and student cards.
5. A verbal concern was addressed over the Internet's search function. Many were concerned that the search function was being used as a search on the catalog instead of searching within the website.
 - a. Kim Terry suggested reviewing other organizations' websites and gather how they address the search function on their websites.

Action Items

1. Teresa Goggins will review RSS feeds on other Library WebPages
2. Kim Terry will review search function on other organizations' websites.

Upcoming Tech Support Meeting

Tuesday, October 24th, 2006

9:15 am

Downtown Library, Lee B. Brawner Executive Conference Room