

Tech Support Minutes

Tuesday October 24th, 2006

9:15 am

Downtown Library, Lee B. Brawner Conference Room

Attendance

Kay Bauman, Janet Brooks, Denyvetta Davis, Kathy Dunn, Clyde Herrod, Buddy Johnson, Aaron Killough, Karen Marriott, Kim Terry, Randy Wayland, Jimmy Welch, and Deb Willis

Update on Action Items

1. Teresa Goggins is on maternity leave and will address the RSS feeds on other Library WebPages upon her return to work.
2. Kim Terry presented a report on her findings on the search button on different library sites. Her findings concluded to add "our website" on the search button with a lineage underneath that instructed individuals to use Catalog and Databases for their material search.

Current Topics

1. Welcome to New Members – Thank You to Out Going Members – Kay Bauman presented certificates to Randy Wayland and Clyde Herrod for their years of service on the Tech Group Committee. Kay welcomed new members: Kathy Dunn, Buddy Johnson, Aaron Killough, and Deb Willis
2. Membership – Kay Bauman addressed Cataloging's request to have a full-time member on the Tech Support committee. Kay also added that on the Committee Fact sheet that the Webmaster and Marketing and Communications Manager status should be to "always attend". After discussion Cataloging's request was met and a permanent member will be on the Tech Group list.

Standing Topics

1. Internet—A new Spotlight On... will be added next month and Teresa will return from Maternity leave shortly.
2. Intranet—A content slider has been added to the Intranet home page to help alert staff of upcoming events and pending activities.

ILS Issues

1. Tech Support received a notice that computers are unable to pull up more than one V-Circ application/window at a time. Jimmy Welch discussed the reasons behind limiting the use of the application to one incident of the application at a time.
 - a. Tech Support concluded that IT will monitor activity and gauge if this is something to consider changing.
2. A suggestion was made by a staff member to include a spell check and identify for the customers how to search for authors.
 - a. Buddy Johnson stated he would talk with the staff member and see if the individual had any recommendations on these two subjects.
3. A customer suggestion was made to send an email when a book requested for purchase has been declined. Janet Brooks stated that logistically it would be difficult to handle such a project.
 - a. Jimmy Welch and Janet Brooks will discuss the Materials Selection process and spreadsheet to see if there is a possible solution.
4. A suggestion was received to designate a 5-minute computer for individuals who need to accomplish a task quickly and they would not have to wait.
 - a. Tech Support concluded it would turn this issue over to the Computer Users group for further analysis.

Action Items

1. IT will monitor staff usage of V-CIRC.
2. Buddy Johnson will speak with individual over spell check and author searches.
3. Jimmy Welch and Janet Brooks will discuss the Materials Selection process and spreadsheet to see if there is a possible solution.

Upcoming Tech Support Meeting

Tuesday, December 19th, 2006

9:15 am

Downtown Library, Lee B. Brawner Executive Conference Room