

Tech Support Minutes

Tuesday December 19th, 2006

9:15 am

Downtown Library, Lee B. Brawner Conference Room

Attendance

Janet Brooks, Denyvetta Davis, Kathy Dunn, Anne Fischer, Teresa Goggins, Aaron Killough, Donna Morris, Kim Terry, Jimmy Welch, and Deb Willis

Update on Action Items

1. IT monitored the calls and staff usage of V-CIRC. IT's recommendation is to leave V-CIRC as is with allowing only one instance of the program to be open at one time.
2. Buddy Johnson was absent and was unable to report back on the spell check and author search within CyberMARS.
3. Jimmy Welch and Janet Brooks discussed the Material Selection process and spreadsheet over customer suggestions. Janet recommended not taking on the process that would alert individuals the status of a customer suggested title.

Current Topics

1. Possible Meeting Date Change – Anne Fischer discussed the possibility of changing the meeting dates to quarterly or leaving the August meeting off the calendar.
 - a. This item will be discussed at the February 2007 meeting.

Standing Topics

1. Internet— Teresa Goggins reported that Marketing and Communications suggested changes over the Spoticus Icon on the website to change with the specific holiday and have a bibliography linked to that specific holiday. Teresa is working on keeping the files clean and is updating meta tags. The teen page has been put on hold until after the strategic plan has been in place.
2. Intranet—Teresa Goggins thanked everyone for the team effort that goes into the Internet/Intranet. A birthday icon had been added to alert individuals of

birthdays within the system. The content slider is constantly updated. A new volunteer form has been added as well as the eMedia training and form. Teresa added an email link to help facilitate feedback from internal customers.

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.
 - a. Tech Support with IT's support suggested leaving the V-CIRC to only one open instance per computer.
2. A suggestion was received over the RETURNED status on V-CIRC. The suggestion was to help clarify the Re-check/Renew instances and keep them separate with a different title than RETURNED.
 - a. IT will examine the current process and report back at the next meeting over a possibility of changing the text.
3. Tech Support received a suggestion to create a walk-up computer and closing computer procedures.
 - a. Tech Support will allow the Computer Users to review this suggestion for further review.
4. A suggestion was received to create a system-wide Calypso template for paperback requests.
 - a. Tech Support believes searching for paperbacks does not require the precedence of requiring a Calypso Template.

Action Items

1. IT will examine the RETURNED text on V-CIRC and determine the best course of action of changing that text.
2. Buddy Johnson will speak with individual over spell check and author searches.

Upcoming Tech Support Meeting

Tuesday, February 27th, 2007

9:15 am

Downtown Library, Lee B. Brawner Executive Conference Room