

Tech Support Minutes

Tuesday February 27th, 2007

9:15 am

Downtown Library, Lee B. Brawner Conference Room

Attendance

Janet Brooks, Kathy Dunn, Anne Fischer, Teresa Goggins, Buddy Johnson, Aaron Killough, Karen Marriott, Donna Morris, Kim Terry, Jimmy Welch, and Deb Willis

Update on Action Items

1. IT will deliver a report during the April meeting over the RETURNED text on V-CIRC.
2. Buddy Johnson addressed the author-search and spell check report submitted by a fellow librarian. Jimmy Welch and Anne Fischer showed the group examples. After group discussion, Tech Support suggested adding text to the Simple Search Screen to help customers address their search needs and possibility changing the search functionality.
 - a. Deb Willis will lead Library Managers in soliciting feedback for the text to include on the Simple Search Screen.
 - b. Stu Williamson, Metropolitan Library System Researcher, will be asked to conduct a brief survey on changing the search functionality from "auto phrase" to "auto and" and submit those results to Jim Welch.

Old Business

1. Tech Support discussed moving the Tech Support meetings to quarterly. The months Tech Support will meet will include: January, April, July, and October. Starting with the April 24th, 2007 meeting.
2. Deb Willis addressed a question over Permanent Tracers.
 - a. Anne Fischer will examine if Permanent Tracers are on the list and report back at the next Tech Support meeting.

New Business

- Teresa Goggins gave a report over RSS feeds for possible use on the MLS Internet. Pages that would be a possible for RSS feeds include the calendar

of events, press releases, read about it, and Info Magazine. Please email Teresa if you see anything else that could use RSS feeds.

- a. Teresa Goggins will work on an example to use Tech Support at the next meeting over the use of RSS feeds on the Internet.

Standing Topics

1. Internet— Teresa Goggins reported the Info Magazine had been added to the Internet and updates monthly. Spoticus changes every holiday or special library event. A suggestion was raised to add more dates to extend the time Spoticus recognizes the special holiday or event.
2. Intranet—Teresa Goggins stated that the What's New page had disappeared and moved new content to the content slider on the Intranet homepage. New slides include the Friends' Booksale and Volunteer Services and a daily financial quote that links to Mass Mutual. Teresa also wanted to remind everyone that if you had any questions, comments, or concerns regarding the Internet/Intranet to please send her email to tgoggins@metrolibrary.org.

ILS Issues

1. Tech Support received a suggestion to put together a set of Frequently Asked questions for customers regarding our publicly accessible multi-use computers.
 - a. Tech Support suggested that Deb Willis lead the Library Managers in soliciting feedback on the top 10 questions that should be addressed in the FAQ hand-out that would be a system-wide response to those questions. After the information is collected a link could be added to the FAQs on the Internet as well as a handout printable from the Intranet for staff.
2. Tech Support received a question concerning the catalog and DVDs. The question raised concern over the number of search items (limit of 300) that were returned.
 - a. Tech Support discussed this item and Jimmy Welch suggested increasing the limit of search results to 1000 instead of the 300 to help produce more searchable results.

Action Items

1. Deb Willis will present the Library Managers feedback for the text to include on the Simple Search Screen.
2. Jimmy Welch will discuss the findings of the survey on changing the search functionality from "auto phrase" to "auto and."
3. Anne Fischer report if Permanent Tracers are on the Tracer's list.
4. Teresa Goggins will present an example of the use of RSS feeds on the Internet.
5. Deb Willis will present the Library Managers in feedback on the top 10 questions that should be addressed in the FAQ hand-out.

Upcoming Tech Support Meeting

Tuesday, April 24th, 2007

9:15 am

Downtown Library, Lee B. Brawner Executive Conference Room