

Tech Support Minutes

Tuesday April 24th, 2007

9:15 am

Downtown Library, Lee B. Brawner Conference Room

Attendance

Kay Bauman, Janet Brooks, Anne Fischer, Teresa Goggins, Buddy Johnson, Aaron Killough, Karen Marriott, Jimmy Welch, and Deb Willis

Update on Action Items

1. Deb Willis will report at the next Tech Support meeting over her findings from the Library Managers' on the text to include on the Simple Search Screen. She will also present the top 10 questions that should be addressed in the FAQ hand-out.
2. Jimmy Welch reported that 70% of those surveyed wished to change the search functionality from "auto phase" to "auto and". He also announced on May 7th, 2007 would be the new roll-out for "auto and" on CyberMARS and Staff Catalog.
3. Anne Fischer reported that permanent tracers are on the tracer's list. Anne suggested printing two different tracer's lists. Temporary Tracer list would be printed weekly and the permanent tracer would be printed monthly. The new implementation date would be on May 3rd, 2007.

Standing Topics

1. Internet— Teresa Goggins asked everyone in the group for feedback and input. She gave a presentation over RSS feeds and presented pros and cons for using them. She also showed a test run on the News page on the Internet using RSS feeds.
 - a. Tech Group decided they would wait until the new strategic plan rolled-out before incorporating RSS feeds on the web.
2. Intranet—Teresa Goggins asked the Managers' to provide info on what they would like to see on the Intranet.

ILS Issues

1. Tech Support received a suggestion over the Action Menu on cyberMARS. A customer felt the **Next** link was vague and unclear.
 - a. Tech Support decided not to pursue this suggestion.
2. Tech Support received a suggestion over changing the size of the Tracer List's from 11 * 17 to 8.5 * 11.
 - a. Tech Support discussed this item and decided not to pursue this suggestion.
3. Tech Support received a suggestion to include a keychain version of the library card for customers.
 - a. Tech Support discussed and stated they would need to establish why they would need this type of card by setting up an Ad-Hoc committee before the next time they order library cards.
4. Tech Support received a suggestion to create a printable bibliography from cyberMARS.
 - a. Tech Support decided this would be something to investigate after the strategic plan is in place.
5. Tech Support received a suggestion on changing the library card application form to include an email address and sign customers up for different kinds of library programs via email.
 - a. Tech Support discussed this item and suggested waiting until the strategic plan was in place.
 - b. Upon discussion, Tech Group reminded individuals on gathering birthdays and gender on V-circ.
6. Tech Support received a tech concern over V-CIRC and will follow-up with a service call.
7. Tech Support received a tech concern and will investigate cyberMARS backlogging into other customers' records.
8. Tech Support received a tech concern and IT will investigate the viewing of music videos on the customer computers.

Action Items

1. Deb Willis will report at the next Tech Group meeting over her findings from the Library Managers' on the text to include on the Simple Search Screen. She will also present the top 10 questions that should be addressed in the FAQ hand-out.

Upcoming Tech Support Meeting

Tuesday, July 24th, 2007

9:15 am

Downtown Library, Lee B. Brawner Executive Conference Room