TECH SUPPORT MINUTES

Tuesday October 23rd, 2007 - 9:15 am
Downtown Library, Lee B. Brawner Conference Room
Minutes Complied by: Deb Willis

Update on Action Items

1. *Kim Terry will review the FAQ questions and answer them with the assistance of a Tech Use group member and report back at the next committee meeting.*
   Kim distributed a draft of the Multiuse Computer FAQ. The FAQ will be available on the MetroLibrary website and in hardcopy at libraries (Appendix 2).

2. *The simple search screen sub-committee will meet and discuss their findings at the next Tech Group meeting.*
   On behalf of the sub-committee, Kim Terry presented 3 proposals for a new simple search screen for CyberMARS. After discussion, the group recommended changing the screen to the proposed one that looks similar to the one below with the addition of the Shelf Number radio button. The planned implementation date of January 1st:

Metropolitan Library System CyberMARS
Catalog

⊙ General Keyword (searches all fields)   ○ Title (omit "A," "An," and "The"
○ Author (enter last name, first name   ○ Topic or Subject

Search for: [   ]   **GO** ▶

[Advanced Keyword Search](#)

CyberMARS via the Metropolitan Library System

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3. *Buddy Johnson will work on a write up to add to the Donate Now page for donating photographs or diaries.*
   Buddy distributed an "unapproved" draft of text for the "Donate Now" page (soliciting donations of photographs, books, and audio recordings for the Oklahoma Collection). The group discussed possible MetroLibrary website pages on which to place a link to the "Donate Now" page (e.g. Oklahoma Images). Karen Marriott asked a question about cataloging diaries, journals, etc., that are donated. There was discussion regarding release waivers for donated material; Buddy asked that, if libraries other than DN receive donations specifically for the Oklahoma Collection, that the donor's contact information accompany the donation so that he can attempt to obtain release waivers. The group accepted Jim Welch's recommendation to present a website presentation mock-up at the January 22 meeting (Appendix 3).

4. *Deb Willis will conduct research to see what other libraries are doing over RSS feeds announcing new materials or updated lists.*
Deb distributed a report on RSS Feeds from Public Libraries. The group felt that prioritizing what feeds to add would be beneficial and requested that Deb contact the libraries she reviewed for feedback on which RSS feed(s) are most popular with their customers, how they determine that (statistics), how long it took to develop the feeds, how much maintenance is required, etc. Deb will report back at the January 22 meeting (Appendix 4).

5. *IT will update this function to allow exporting of Expenditures to excel spreadsheet*
On August 1, Jim Welch announced, via email, that the "mlsBudget application has been enhanced to export the expenditure report to Excel." Several members of the group expressed appreciation for this change.

6. *Teresa Goggins stated she would send an email to all programmers informing them of the process of getting a new .jpeg or .gif.*
On July 26th, Planning Services sent an email to the programmers about the process.

New Business

Mystery Demo – Jimmy Welch

Jimmy Welch presented a version of CyberMARS which included a cover image, summary, table of contents (nonfiction) or title profile (fiction). This data will be contracted through Syndetic Solutions (http://www.syndetics.com/). Jimmy stated that not all titles will have the same features and information. To view this version of CyberMARS change first part of URL from cybermarsx to staffkat (url will read staffkat.mls.lib.ok.us/marsiis/cybermars.asp. The new CyberMARS is planned to be implemented on January 1st, 2008.

Standing Topics

Internet/Intranet - Teresa Goggins presented a report on changes to the MLS intranet and MetroLibrary.org (Appendix 5).

ILS Issues - Below are excerpts from Tech Suggestions submitted by staff along with responses from the Tech Support group (Appendix 1).

1. *A customer claimed that she could not get her password management software or her browser on her home computer to remember her login information for the library's online services.*
Our system does not do this because of privacy issues related to the confidentiality of a library customer's borrowing information.

2. *The customer would like a feature not unlike the way we do children's cards where she could designate family members to have access to her account and to be allowed to pick up her reserves and check her fines, etc. She says that she often tries to manage her husband's account and vice versa to save time and trips, but she is frustrated by circ employees not allowing her to transact anything for him. She's not angry, just frustrated she says, because she says she "knows" we can do it because we do it for children and parents.*
We will look into this. It raises the need for the review of current policies especially in light of moving toward self-service reserve pick-up.

3. *The old reserve list printed the fiction items alphabetical by author, which is how the items are shelved. The new list is doing fiction alphabetical by title which causes much more work for the pages having to go back and forth in the stacks. Can fiction be made alpha by author, in all media, for the new reserve list system?*
The new system has always printed the fiction titles alphabetically by author, since the labels come out backwards from the printer it appear to be in some other order. This request was sent on the first day so we hope that staffs have discovered the true sequence by now. However, a group member will check with the staff person making the suggestion to ensure that the issue is resolved.

4. *A customer request that involved the placement of barcode labels on our music CDs. The customer noted that the present placement (which is on the uppermost side of the case) covers the written information on the CD guide and that it would be better to have the barcode placed length-wise as opposed to having it going across the width of the CD.*
No action at this time: Cataloging feels that the present location is the best for ease of shelving and checking out/in. The present solution is to suggest that the customer remove the guide to review it and then replace it in the case.

5. *Our pages who process reserves have noticed that the dates on the new adhesive labels reflect the date items were last checked out. It would be more helpful for labels to show the dates items were shipped or sent to the receiving branches. That "shipped" dates used to be listed on the old labels. That information was helpful for staff. We could go through the items on reserve and catch easily any items which had not been received correctly, just by looking at the shelves. Items that haven't been received properly do not show up on each morning's "pull" list, so they may sit on the reserve shelves awhile. Without that "shipped" date, we depend upon customers to notice and indicate that they have waited an unusually long time for*

reserves. That situation doesn't happen very often, but listing the "shipped" date instead of the "last-checked-in" date on the labels would be a handy preventative step.

Changes previously made to the new reserve list system likely fixed this; however, a group member will check with the staff person making the suggestion to ensure that the issue is resolved.

6. *We are wondering what the criteria is for removing a card due to non-use? For example, if the person does not checkout material within a specified period of time, is the card removed? Does logging on to use a public access computer, but not checking out any material, within the specified period of time keep a card from being removed? How about logging on to the catalog via the website?*

Beginning August 21 of this year if a card is used remotely (e.g. logging onto CyberMARS from home) or used to logon to a library computer then the last visit date in the customer's record is updated to reflect this. When the last visit date reaches a five year mark the customer's card is dropped from the system.

7. *A customer requested a way to stop receiving paper notifications for reserves.*

No action at this time: the group believes that follow-up with paper notices when the email is not confirmed in a timely manner remains the best solution to ensure that we make every effort to notify the customer.

8. *Could IT possibly make the "confirm reserve" say "reserve already confirmed" IF you zap it a second time?*

No action at this time: to change this would require extensive programming, including the development of and implementation of a rules set that would eliminate reasons for zapping it a second time, and revision to the pre-assignment system that was implemented to minimize between-locations shipping time. If in doubt about whether an item remains as a reserve item, perform an item inquiry – "shipped" status indicates that the item is still confirmed.

Action Items

1. *Teresa Goggins will work on adding the additional text to the Donate Now webpage for a presentation at the next Tech Group Meeting.*
2. *Deb Willis will report back on the findings from contacting the particular libraries on their use of RSS Feeds.*

Upcoming Tech Support Meeting

Tuesday, January 22nd, 2008 - 9:15 am

Downtown Library, Lee B. Brawner Conference Room

Appendix 1 – ILS Issues

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Date: 10/15/2007 12:30 PM
From: bjohnson@mls.lib.ok.us <bjohnson@mls.lib.ok.us>
To: planning@metrolibrary.org
Copy:
Subject: two agenda items

<hr>

Kellie,

I just got off the phone with a woman who seemed very passionate about
two issues and I promised to pass them along. It may be too late for
the next meeting, so just do what you want with them.

Her two concerns were:

1) She says that she can't get her password management software or her
browser on her home computer to remember her login information for the
library's online services.

2) She would like a feature not unlike the way we do children's cards
where she could designate family members to have access to her account
and to be allowed to pick up her reserves and check her fines, etc.
She says that she often tries to manage her husband's account and vice
versa to save time and trips, but she is frustrated by circ employees
not allowing her to transact anything for him. She's not angry, just
frustrated she says, because she says she "knows" we can do it because
we do it for children and parents.

I vaguely recall we talked about something like this before, but I've
slept since then and don't remember.

Buddy

Date: 9/19/2007 8:33 AM
From: Aaron Killough
To: Technical Suggestions <techsuggestions@metrolibrary.org>
Subject: Suggestions offered by librarians through cataloging survey

Tech. Group,

The following were compiled from suggestions offered by librarians at the completion of the "abbreviations in the catalog" survey developed and implemented by Cataloging and Planning. They include the following:

- Changing "Shelf Number" to "Shelf Location" to lessen confusion; also, making the shelf number more visible by using larger print, a different color, or placing it on a separate line
- Spell out the library abbreviations in the holdings area; several comments suggested this change
- Possibility of having a brief record versus a full record
- Possibility of deleting or suppressing records for which no holdings are available more quickly
- Limiting search results to one library or several libraries

Thanks,
Aaron--Cataloging

Date: 9/10/2007 10:14 AM
From: Downtown Library
To: Technical Concerns <techconcerns@metrolibrary.org>,Technical Suggestions <techsuggestions@metrolibrary.org>
Subject: Bugs to be expected in new reserve system.....

The old reserve list printed the fiction items alphabetical by author, which is how the items are shelved.

The new list is doing fiction alphabetical by title which causes much more work for the pages having to go back and forth in the stacks.

Can fiction be made alpha by author, in all media, for the new reserve list system?

Jim Nimmo, p/t page, DN

Date: 7/23/2007 6:01 PM
From: Belle Isle Library
To: Technical Suggestions <techsuggestions@metrolibrary.org>
Subject: Barcode labels

Hello,

Belle Isle had a customer request that involved the placement of barcode labels on our music CDs. The customer noted that the present placement (which is on the uppermost side of the case) covers the written information on the CD guide and that it would be better to have the barcode placed lengh-wise as opposed to having it going across the width of the CD. I hope this makes sense. Thanks for your time.

BI staff

Date:	10/3/2007 12:17 PM
From:	Julianna Link
To:	Technical Concerns <techconcerns@metrolibrary.org>
Copy:	LaVetta Kinsey Dent <ldent@metrolibrary.org>
Subject:	suggestion regarding new reserve labels
Attachments:	memo to IT committee re shipped dates 10-3-07.doc

LaVetta, FYI: I wrote up a suggestion from reserve pages for the Tech Committee. Kathy suggested I email them directly. She has a copy.

Please see attachment
Thanks

TO: I.T. Committee
FROM: Julianna Link, V.I.
DATE: 10/3/07
RE: dates on new reserve labels

Our pages who process reserves have noticed that the dates on the new adhesive labels reflect the date items were last checked out.

It would be more helpful for labels to show the dates items were shipped or sent to the receiving branches. That "shipped" dates used to be listed on the old labels. That information was helpful for staff. We could go through the items on reserve and catch easily any items which had not been received correctly, just by looking at the shelves.

Items that haven't been received properly do not show up on each morning's "pull" list, so they may sit on the reserve shelves awhile.

Without that "shipped" date, we depend upon customers to notice and indicate that they have waited an unusually long time for reserves.

That situation doesn't happen very often, but listing the "shipped" date instead of the "last-checked-in" date on the labels would be a handy preventative step.

Thanks

Date: 9/10/2007 10:14 AM
From: Downtown Library
To: Technical Concerns <techconcerns@metrolibrary.org>,Technical Suggestions <techsuggestions@metrolibrary.org>
Subject: Bugs to be expected in new reserve system.....

The old reserve list printed the fiction items alphabetical by author, which is how the items are shelved.

The new list is doing fiction alphabetical by title which causes much more work for the pages having to go back and forth in the stacks.

Can fiction be made alpha by author, in all media, for the new reserve list system?

Jim Nimmo, p/t page, DN

Date: 7/27/2007 12:35 PM
From: Midwest City Library
To: Technical Concerns <techconcerns@metrolibrary.org>
Subject: Question: What is the criteria for removing a card from the system?

Greetings!

We are wondering what the criteria is for removing a card due to non-use? For example, if the person does not checkout material within a specified period of time, is the card removed? Does logging on to use a public access computer, but not checking out any material, within the specified period of time keep a card from being removed? How about logging on to the catalog via the website?

Inquiring minds want to know :-)

Thanks!

Deb @ MC

Del City Library
Customer Comments or Suggestions

Date __7/30/07__
Time __1:41pm__

I reserve a lot, but I have NO NEED for paper notification. I don't always have access to the email, and I come regularly anyway. Please give me a way to turn it off.

How may we contact you? (optional)

Carson Elmore Jr
5601 Greenview Dr
OKC, OK   73135

Please use back if you need more room.

Metropolitan LIBRARY SYSTEM

From the Desk of
Melissa Weathers
Manager of Library Operations
Del City Library

Carson,

Thank you for submitting the customer comment form about wanting a way to stop receiving paper reserve notifications. Currently the only way to stop paper notifications is if you subscribe to email notifications and confirm each notification. I understand that you do not always have access to your email. I am forwarding your request to have a way to turn off paper notification to our library system's Tech Support Committee. I hope that they will be able to find a solution for you. Thank you for using your Del City Library.

Sincerely,

Melissa Weathers

Del City Library 4509 SE 15th St. Del City, OK 73115
405-672-1377 www.metrolibrary.org

Please excuse my late reply to your comment; I have recently returned from maternity leave.

Date: 10/16/2007 7:44 AM
From: Jimmy C. Welch <jwelch@metrolibrary.org>
To: bwilson@mls.lib.ok.us
Copy: Technical Suggestions <techsuggestions@metrolibrary.org>
Subject: Re: Idea for Shopping Cart

Beth,

Thank you for sharing your thoughts and ideas. I am forwarding your email the Tech Group for their thoughts.

Many thanks,

Jimmy

*********** REPLY SEPARATOR ***********

On 10/15/2007 at 2:02 PM bwilson@mls.lib.ok.us wrote:

>Jimmy,
>
>First of all, I would like to say that I LOVE the shopping cart
>function. I rarely used CyberMars for personal use before, just using
>v-circ and the staff catalog. But now I always have CyberMars open so
>I can add more books if I come across any. So you might be able to
>guess that I have a lot of books in my cart. I've added 25 in the
>last week or so. Now I'm facing a slight dilemma. I'm already
>forgetting, as I scroll through my cart, what the books are, or why I
>put them in my cart in the first place.
>
>My idea was to have an opportunity with each item added to make a note
>of why you want to put the book in your cart. For example, "Ladies in
>book club recommended for future use," or "Saw on new books cart:
>looks fascinating." That kind of thing. I don't know how difficult
>that would be to implement, but I thought it was worth passing on.
>Especially since there's a five hundred item capacity.
>
>Thanks!
>
>Beth Wilson

Jimmy C. Welch
Deputy Executive Director / Technology
Metropolitan Library System

Date: 10/22/2007 8:36 AM
From: Kay Bauman
To: Technical Suggestions <techsuggestions@metrolibrary.org>
Copy: Karen Bays <kbays@metrolibrary.org>
Subject: Fwd: Idea for IT on reserves

Tech Suggestions...
*********** BEGIN FORWARDED MESSAGE ***********

On 10/19/2007 at 2:28 PM Karen Bays <kbays@metrolibrary.org> wrote:

> Dear Tech Group Members,
>
>   I'm passing on an idea from Joanne and Mary Beth. Please see below.
>
> Thanks,
> Karen
>
> *********** BEGIN FORWARDED MESSAGE ***********
>
> On 10/19/2007 at 11:55 AM Edmond Pages <edpages@metrolibrary.org> wrote:
>
>> Karen,
>>
>> Could IT possibly make the "confirm reserve" say "reserve already confirmed" IF you zap
>> it a second time?
>>
>> Joanne Schneider & Mary Beth (it was actually Joanne's idea but I agree)
>
> *********** END FORWARDED MESSAGE ***********

*********** END FORWARDED MESSAGE ***********

MultiUse Computer FAQs

Kim distributed a draft of the Multiuse Computer FAQ. The FAQ will be available on the MetroLibrary website and in hardcopy at libraries. Below is the draft text with comments *from the group:*

1. **Why can't I use a library computer to download MLS emedia?**
   We would have to purchase a special software from the vendor and acquire a network license to be able to do this on all the library computers.. This would cost the library several tens of thousands of dollars each year and we felt this money could be better used elsewhere.

2. **Why can't I extend my time, even when others are waiting, so I can complete the project I am working on?**
   Each library only has so many computers to accommodate all customers wanting to use a computer. To make the computers fair and equitable for all, we have to limit library time on the computers during times of peak usage so that everyone can use the computers.

3. **Why can't there be one or more walkup type computers with short time limits?**
   ----TECH GROUP – THIS ANSWER NEEDS HELP. We used to have these, but the computer use group decided to go with just one type of computer. They said that the customers always wanted more time. At this time, they are not recommending bringing them back.

   Tech Group talked about the history of eliminating the walk-up computers and why we were not in favor of bringing them back. Kim made notes and was going to use the information to develop an answer that addressed the "fair and equitable" use of the computers.

4. **Why can't MLS restrict the content minors use on the computers so they aren't spending time looking at MySpace or playing video games?**
   Many video games and internet sites are educational for users, and more become available everyday. The library strives to provide equal information-~~acess~~ access to all members of the ~~computer~~ community. While MLS does provide filtered internet access to minors, many games and social networking sites provide resources for recreation, lifelong learning or cultural purposes.

5. **Why can't I log into the computer system at ten minutes before closing (or get on the waiting list at twenty-five minutes before closing when there is a waiting list)?**
   You can now sign up to use a computer until 15 minutes before closing. This allows you to logon up to 10 minutes before closing, but at five minutes until closing the computers will automatically shut off for the evening.

6. **How do I read the reservation slip and what does it tell me about the computer I am assigned to use?**
   When you add your name and card number into the Computer Signup, it will print out a reservation slip. This reservation slips will give you a "reservation code" that you will look for on the large monitors. This reservation code is used to protect your privacy so that your name and/or library card does not show up on the monitors.

7. **How do I know when a computer is assigned to me?**
   Once you have received a reservation code, keep watching the large computer monitor for your code. The monitors will show your computer code and how long you have been waiting. Once a computer is available, it will show your code and your computer number that you have been assigned. If you can't find that computer, please ask a librarian and they will help you locate it.

Appendix 3– Buddy's Handout over Donated Items

Are you a shutterbug? Was your sister born with a camera in her hand? Did Aunt Sally meticulously keep a journal everyday of her life? Did you love Uncle Billy's stories so much you finally got them down on tape? If so, you or your family may have some historical treasures of interest to the Metropolitan Library System's Oklahoma Collection.

The Oklahoma Collection is housed in the Ronald J. Norick Downtown Library and contains books written about Oklahoma or written by Oklahomans. We also have a collection of photographs, maps and other primary research materials which bring Oklahoma history to life. But history is made every day and we need your help to make sure the collection continues to grow and be vibrant.

Donate Photographs
We collect photographs of Oklahoma County and its communities throughout the region's history. We're not just interested in photographs of buildings; we're also looking for photos of significant events, interiors of hotels and businesses, and other facets of life in Oklahoma County. We can't use purely personal photographs, but you may have more to share than you think. For example, we can't use a portrait of your Aunt Helen; but if you have a picture of Aunt Helen in the waiting room at the Union Station, then we may be interested. We can't use a picture of you blowing out candles at your fifth birthday party; but if it was held at Wedgwood amusement park, then we might have something. You and Elvis together, no thanks. Elvis on stage at the Civic Center or boarding a plane at Will Rogers Field, great!

We're flexible. If you'd like to share your photos but still keep them in the family, we'll be happy to professionally scan the photos, keep a copy, and return the originals to you. In addition, we can scan just about anything – slides, prints, and many sizes of negatives.

Donate Books
We already have a large collection of books on Oklahoma or by Oklahomans, but we're always interested in adding more titles. If you have something to donate, we'll be happy to look it over and see if it's something we can use. One area of particular interest are diaries or journals of people who grew up in Oklahoma County as these give us glimpses into the everyday lives of our collective past. We're also very interested in yearbooks and annuals from Oklahoma County schools and colleges.

Donate Audio
Do you have audio recordings of family members recounting their experiences of growing up in Oklahoma? If so, we'd like to have a copy for our collection. We can accept audiocassettes, compact discs or digital formats like mp3. Unfortunately, we cannot accept video tapes or films.

Appendix 4 – Deb's Handout over RSS Feeds

Report to the MLS Tech Support Group
Re: RSS Feeds from Public Libraries
Dt: 23 October 2007

Method: Google search = "RSS Feeds" "Public Library"
Results: About 761,000 hits
Sampling: Random, selecting 9 sites from the first 20 results.
Sites Examined:
- Kenton County Public Library (KY)
- Minneapolis Public Library (MN)
- New York Public Library (NY)
- Lexington Public Library (KY)
- Iowa City Public Library (IA)
- Pima County Public Library (AZ)
- Topeka & Shawnee County Public Library (KS)
- Hennepin County Library (MN)
- Seattle Public Library (WA)

Specific sites were also examined:
- Tulsa City-County Library (OK)
- Pioneer Library System (OK)

Findings:
1. It appears that TCCL and PLS are not currently offering RSS feeds through their web presence
2. From the 8 sites sampled from the Google search, it appears that common RSS feeds are:
   - Library Catalog/Catalog News
   - Events, Classes, Exhibits
   - Materials lists: new materials, "most popular...", new databases, NY Times Best Sellers
   - Subject Guides
   - Library News/Current Events: job postings, photos
   - Material Reviews: movie, music, books
3. Customer Record Information: Seattle Public Library
   a. feed of items checked out from the library
   b. feed of the items customer has on hold from the library
   c. feeds based upon nearly any search customer can do from within SPL catalog. This allows customer to be notified when a new item on a topic they are interested in or by their favorite author becomes available.
4. All sites sampled had some type of "What is RSS" information

Appendix 5 – Teresa's Internet/Intranet Handout

Internet/ Intranet:

As usual it is not me alone that is keeping our website up-to-date.   Ideas, input, assistance, and comments are generated among co-workers such as Kellie Bradford, Jim Welch, Anne Fishers, Kim Terry, Buddy Johnson, Kay Bauman, etc. It is the team and I'm a team player.

A few changes that have occurred are the following:

Internet:
. A link to "donate now" went live on the Internet the end of August.
. Partnered with Jim and created Friends online membership form which allows the user to pay for membership online through paypal.
. Added link and small graphic regarding the NW Library on the Main Page.
. A page created with information on NW Library, and slide show which allows the user to provide input on the design of the NW Library.
. Consistent updates to Library news and rotating graphic which tells what's new at the Library.

Intranet:
Created United Way web pages on our Intranet to inform staff of United way events.
Created "theme day slideshow," with photos of staff for individuals that donated to the United Way Campaign.
Consistent changes to the Paws for Recognition slideshow.
Focus – Goal was to create awareness of what is on the Intranet.
. Presented display of Intranet with pages of Intranet on tri-fold
. Presented slideshow of Intranet pages.
. Interactive activity called, "Did you know?" 3 questions regarding pages on the Intranet.

1) Computer use
2) Strategic Plan Video
3) Volunteer Information

Discovered that majority of staff did not know where the information could be found.   Confirmed Kay suggestion to make small changes to Intranet.

Changing sliding graphic on Internet/Intranet. This is ongoing and consistent changes to keep our users coming back to see what's new.

In Process:
> Online catalog for Marketing graphics
> Minor changes to Intranet

Again, it is a team that keeps our website up-to-date! Thank U to the team members.