

## **Tech Support Minutes**

Tuesday October, 28 2008

9:15 am

Downtown Library, Lee B. Brawner Conference Room

Attendance: Kay Bauman, Janet Brooks, Denyveta Davis, Kathy Dunn, Anne Fischer, Teresa Goggins, Buddy Johnson, Aaron Killough, Karen Marriott, Katrina Prince, Pauline Rodriguez-Atkins (guest), Jimmy Welch

## **New Business**

1. Jimmy Welch gave a presentation on the interlibrary loan functions that are scheduled to be added to V-Circ and CyberMARS . Jim shared print outs of several screen shots and sample labels.
  - a. After discussion, the timeframe for release was scheduled.
    - On November 12<sup>th</sup>, IT will demo the updates at the manager's meeting
    - The ILL functions will go live on December 1<sup>st</sup>.
2. Member Terms  
The following positions rotate every 2 years - Manager of Library Operations, Circulation, Librarian and cataloging
  - a. Katrina Prince will be the new representative Manager of Library Operations
  - b. Kay will send out an email to request replacements for Buddy Johnson and Kathy Dunn.
  - c. Pauline will have someone from cataloging replace Aaron Killough.
3. Next Meetings
  - a. Next year's meetings are scheduled for the following dates:
    - January 27<sup>th</sup>
    - April 28<sup>th</sup>
    - July 28<sup>th</sup>
    - October 27<sup>th</sup>

## **Standing Topics**

### **Internet/Intranet – Teresa Goggins**

**Intranet** – Teresa highlighted many of the updates/changes that are on the intranet such as the volunteer page, the safety page and the information about the telephone survey. She presented the new photo gallery of MLS Adult Volunteers for Volunteer Services page. Janet requested that the volunteers be filtered by branch as well. The group commented on how they liked the new scrolling banner on the homepage.

**Internet** – Teresa presented the endowment page and the guest speaker for the literary voices dinner. Teresa partnered with Kay to make strategic plan available on the internet as well.

Teresa urged members to email her feedback and constructive criticism whenever necessary.

## ILS Issues:

1. A suggestion was made to add shelf numbers to the reserve list printout.  
*Implications for this addition were discussed at length. Having a shelf number is often not all that is needed to locate an item. The location code and when the item was returned can be needed as well, and looking the item up will give more information. Ultimately, Tech Support does not recommend adding this suggestion.*
2. A suggestion was made to add a code for foreign language paperbacks.  
*Janet and Karen will investigate this further and report back.*
3. A suggestion was made to have an audio signal from V-circ that designates an item that belongs to another branch.  
*Tech Support does not recommend implementing this suggestion. There are visual alerts in V-Circ for items belonging to another branch. We already have an audio alert for "hold for reserve" and feel that if we had audio alerts for everything, it would be harder to distinguish for the user. They would still need to look back at the screen to see which title it is as you can checkin multiple items at a time with RFID.*
4. A suggestion was made to implement a program on teaching computer labs that will shift the control of the computers from the instructor to the students.  
*Tech Support discussed the possible need of this program and the different learning and teaching styles that would or would not find this program useful. Anne explained that this product can be purchased, but it will need to be budgeted for the following year.*
5. An inquiry was made about implementing relay services for deaf customers.  
*Tech Support discussed this at length. Kay will research the last time this was an issue and will bring information about system-wide implementation. Research will be done by Buddy and Anne to compile information about developing a resource page for hearing impaired customers to send to Kay.*
6. A suggestion was made to add a pop-up to the CyberMARS screen when a library will be closing.  
*This information was added to main login screen within CyberMARS. It will also be added to the checklist for future closings so that closings are posted on CyberMARS consistently. The RSS feeds and main page already have notifications about closings in place.*

## Action Items

1. Pauline will be working on the wording for the email button on CyberMARS for customers to communicate with ILL for pricing when they have damaged or lost an ILL book.
2. Kay will send out an email to request replacements for Buddy Johnson and Kathy Dunn.
3. Pauline will have someone from cataloging replace Aaron Killough.
4. Teresa will work on adding a branch filter to the adult volunteer photo page.
5. Janet and Karen will investigate the need to code foreign language paperbacks.
6. Kay will research the need for system-wide implementation of relay services.
7. Buddy and Anne will compile information for a resource page for hearing impaired customers.

The next Tech Support meeting is scheduled for:  
Tuesday, January 27, 2008  
9:15 am  
Downtown Library  
Lee B. Brawner Executive Conference Room

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**Date:** 8/11/2008 12:30 PM  
**From:** Ann Aliotta  
**To:** Technical Suggestions <techsuggestions@metrolibrary.org>  
**Copy:** Karen Bays <kbays@mls.lib.ok.us>  
**Subject:** reserve list

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Hi Tech Group,

Frequently customers will come into the Edmond library looking for their reserves. The customers will often say the catalog noted that Edmond owned the books and they are "on shelf" . Usually customers have just reserved them and staff has not yet looked for them. When this happens, staff has to print out their reserve list from VCirc and then look up the shelf numbers for all the books. [Would it be possible for the shelf numbers to be included on the reserve list printout?](#) If there is not enough room, I'm sure librarians would find the shelf number more helpful than the exact time that reserve was placed.

Thanks for considering this-it is not a biggy--only a minor inconvenience which may not warrant the effort needed to revise.

Ann Aliotta

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**Date:** 8/19/2008 12:14 PM  
**From:** Edmond Library  
**To:** Technical Suggestions <techsuggestions@metrolibrary.org>  
**Copy:** Edmond Pages <edpages@metrolibrary.org>, Ann Aliotta <aaliotta@mls.lib.ok.us>, Jean Johnson <jjohnson@metrolibrary.org>  
**Subject:** foreign language paperback code request

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Hi Tech Group members,

Would it be possible to add a code for foreign language paperback, for when we inventory new Spanish language paperbacks to add to our collection? This would help us provide information to the customer about "what kind of paperback is it?" when an item is outstanding on their record. Currently, we are just using the genre categories to inventory paperbacks published in Spanish.

Thanks for considering,  
Karen Bays

cc: Jo, Jean, Ann

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**Date:** 8/20/2008 11:54 AM  
**From:** Karen Bays  
**To:** Technical Suggestions <techsuggestions@metrolibrary.org>  
**Subject:** Fwd: the checking-in system

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Hi Tech Group,

Below is a suggestion from Jeannete Mirrl about having an audio aid to help distinguish items from other libraries. We really appreciate the "hold for reserve" noise for reserves, when checking in.

Thanks,  
Karen

\*\*\*\*\* BEGIN FORWARDED MESSAGE \*\*\*\*\*

On 8/19/2008 at 5:00 PM Edmond Pages <edpages@metrolibrary.org> wrote:

| Could we get the system, when we're checking in books, to make some kind of beep or significant  
| sound when the item belongs to another library? It would be really helpful.

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

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**Date:** 10/2/2008 11:41 AM  
**From:** Phyllis Davidson <pdavidson@mls.lib.ok.us>  
**To:** techsuggestions@metrolibrary.org  
**Copy:** "jballou@metrolibrary.org" <jballou@metrolibrary.org>  
**Subject:** Software in Computer Lab

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I taught a class in the computer lab last Saturday. I had the usual problem--people are too busy looking at the computer or trying to help each other to listen to my explanations. Even when I suggested they turn off their monitors or just wait until I finished explaining, they continued.

When I have taken computer classes at ODL, they have software that allows the teacher to take over the students' screens until she finishes showing them what to do. Then she returns control to them, and they follow the process she has shown them.

It would be awfully nice to have that capability in our computer lab. It would save time usually spent helping those individuals who weren't paying attention, and more teaching could occur in less time.

Thanks for your consideration.  
Phyllis Davidson

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**Date:** 10/14/2008 12:24 PM  
**From:** Julie Ballou  
**To:** Technical Suggestions <techsuggestions@metrolibrary.org>  
**Subject:** SVRS

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The DN library had a hearing impaired customer who came in last week. They were looking for an SVRS service to relay a phone call. Since we don't have this, they asked us to consider getting it for the library. We checked and found that a few libraries provide this service to hearing impaired customers and that the company appears to providing equipment some places for free.

<http://www.sorensonvrs.com/>

<http://homerpubliclibrary.blogspot.com/2007/04/new-video-relay-service-for-deaf-users.html>

<http://www.oaklandlibrary.org/services/pwdservices.htm>

*Julie Ballou  
Manager of Library Operations  
Downtown Library  
300 Park Ave  
Oklahoma City, OK 73102  
405.606.3851*

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**Date:** 10/23/2008 8:10 AM  
**From:** Buddy Johnson <bjohnson@mls.lib.ok.us>  
**To:** planning@metrolibrary.org  
**Copy:**  
**Subject:** one more tech suggestion

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It may be too late, but here is a tech suggestion I received from Jim Nimmo:

Buddy and tech committee,

Is it possible for IT to install a pop-up on the cybermars screen that will bring to the attention of the customer that when an agency is going to be closed for any length of time that their reserve will be delayed.

Suggested text could be "X library will be closed from X date to Y date. This closure will delay your reserve. Would you like to choose another library during this temporary time period in order to speed the delivery of your material? Yes or No?"

At this time the pop-up could ask the customer to choose another library in order to speed up the filling of the reserve material.

This would be in keeping with the daily reminders staff receives about advancing customer service. As the closure procedure is now, many customers are unaware of closings and chafe at the delay of their reserved materials.

Such a plan would have the additional advantage of keeping the reserve list shorter when the closed agency is reopened. As it is now a flood of reserves comes up on the first and second day of reopening, especially the busiest agencies such as VA and ED just to name two that have been/will be closed recently. For DN this amounted to a list twice as long as usual when VI re-opened.

Jim Nimmo, DN part-time page with a full-time brain