

Tech Support Minutes

Tuesday, April 28, 2009

9:15 am

Downtown Library, Lee B. Brawner Conference Room

Attendance: Kay Bauman, Janet Brooks, Denyveta Davis, Anne Fischer, Teresa Goggins, Jack Kinzie, Josh Lewis, Karen Marriott, Donna Morris, Katrina Prince, Pauline Rodriguez-Atkins, Kim Terry, Jimmy Welch

Update on Action Items

1. The email ILL button has been added to CyberMARS
2. Rotating positions have been filled
 - a. Josh Lewis from Choctaw is the new circulation representative
 - b. Jack Kinzie is the new librarian representative
 - c. Pauline Rodriguez-Atkins is the new cataloging representative
 - d. Katrina is the Manager of Library Operations representative
3. Janet and Karen investigated the need for a foreign language paperback code and with the numbers presented, tech support feels that this is not something that should be created at this time. This could be fixed by cataloging paperbacks, which would need to be revisited once Cataloging has moved to the new service center.
4. Teresa added to the adult volunteer page, the ability to filter by agency
5. Relay Services
 - a. Kay created draft resource sheet from the information Anne and Buddy compiled. Donna suggested that the information be put in a bookmark for easy distribution. Kay will send marketing a request to create the bookmarks or something similar plus the full resource page will be added to the intranet for staff access.

New Business

1. Kim Terry presented the library's facebook page and the application that allows facebook users to search the library catalog from the facebook page.
 - a. She asked Tech Support where on the facebook page would be the best place to put this application. After discussion, Tech support decided the best place is on the wall of the facebook page.



- b. Kim also shared that she tested an ad on facebook. She explained that you can set many parameters to the ads and that each ad click costs 43 cents. The test ad ran for one week and would max out at \$10 a day. The entire week that the ad ran, it maxed out every day from people clicking it.
2. Teresa presented the list of changes to the internet/intranet
- Intranet** - Teresa highlighted the new additions to the intranet including the MaC Catalog, New birthday page and Heartwalk videos.

Internet - As a result of adding the catalog search to facebook, Teresa saw the need to add a library catalog search box to the library home page. She presented 4 mock ups of the placement of the search box. After discussion, Tech Support agreed to put the catalog search box at the top of the page with the website search box. Also, there was a decision to move the My Library locations and hours information to the top of the left side of the page.



This page is scheduled to be released to staff on May 6th and the public on May 12th.

- Jimmy presented the new feature from Library Thing for Libraries (LTFL) that has been added to CyberMARS. The feature adds similar titles and a tag cloud to most (85%) of the records on CyberMARS.

TextSize | Catalog | Magazine | Databases | Español | Login

Metropolitan Library System CyberMARS
Title Information Record

Search Request: Kinsella, Sophie.

Author:	Kinsella, Sophie
Title:	 Confessions of a shopaholic. Delta Trade Paperbacks, c2001.
Description:	310 p.
Notes:	Sequel: Shopaholic takes Manhattan.
Bib. No:	0568/1135 (For staff use.)
ISBN:	0385335482, 9780385335485
Shelf Number:	FICTION/KIN
Holdings:	BE--Loaned; BI--Loaned; CT--On Shelf; DC--Loaned; DN--On Shelf; ED--Loaned; HR--Loaned; MC--Loaned; NW--Loaned; RE--Loaned; SO--Loaned; VI--Loaned; WA--Loaned

[library code table](#)

Similar Titles:

[Shopaholic takes Manhattan](#), by Kinsella, Sophie.
[Shopaholic ties the knot](#), by Kinsella, Sophie.
[Shopaholic & sister \[large print\]](#), by Kinsella, Sophie.
[The devil wears Prada](#), by Weisberger, Lauren, 1977-
[Bridget Jones's diary: a novel](#), by Fielding, Helen, 1958-
[Jemima J.: a novel about ugly ducklings and swans](#), by Green, Jane, 1968-
[Sushi for beginners: a novel](#), by Keyes, Marian.
[Something Borrowed](#), by Giffin, Emily.
[The Nanny diaries: a novel, by Emma McLaughlin and Nicola Kraus](#), by McLaughlin, Emma.
[Bergdorf blondes](#), by Sykes, Plum.

Tags:

21st century addiction beach read Britain **British** British Chick Lit British literature **chick lit**
comedy contemporary contemporary fiction debt England English English literature fashion
finances funny girl **humor** **humour** London love relationships Roman **romance**
shopaholic shopping **uk** women

- Tech Support talked about how this feature will help with reader's advisory. It only shows books that are in our catalog and will take you to that title's record when you click any of the links.
 - There was a question of how to introduce this to the staff and to the public. Tech Support agreed that an informational release about it in ShelfLife was important to help staff be able to answer questions about it. It has also been put on the CyberMARS that is linked from the Intranet.

ILS Issues:

- A suggestion was made to have the reserve and exceptions lists for audiocassette fiction in alphabetical order by author instead of title.

Since many of the libraries shelve in different ways, there will need to be a consensus to put this in effect. Denyvetta will talk with the managers about this suggestion, find a consensus, and action will be taken after that.

- A customer suggested that RSS feeds include author, rather than the title of each book.

The RSS codes that are created have both title and author, but it is dependent on which reader and browser the customer is using. IT could only find one browser that did not show author, Internet Explorer 6. Tech Support will do some research on which readers

are best suited for the library RSS feeds. The answer will be shared with the staff.

3. A customer suggested that CyberMARS have search buttons instead of radio buttons.

CyberMARS has had various versions of searching buttons and now gives preference to new customers searching the catalog for the first time. It was changed to the current format a year and a half ago after a committee determined it was the best searching technique. Tech Support believes that changing it at this time would cause confusion.

4. A suggestion was made to implement a comment line in V-Circ that would pop up when the customer's card was scanned. This comment could be pre-set with a few common issues and could help with alerting staff.

Tech support agreed that this could be useful. After discussion, it was decided that a committee would need to be formed to create the pre-set comments, because a fill-in box could be misused. Denyvretta will present this issue at the manager's meeting to find out what the need is like for all the agencies. If the need is great, a committee will be formed to determine pre-set messages.

5. A suggestion was made to add an advanced search feature to the library internet site that would function like the advanced search on the intranet.

The need for this feature was discussed and Jimmy stated that the scope would need to be changed to add this function to the internet. The webmaster will investigate the needed scope.

6. A customer suggested that the borrower record be sorted by due date instead of checkout date since videos have shorter loan periods than other materials.

Tech Support talked about the different ways this could be changed to meet the needs of all of our customers and decided that a filter could be added to each column so any heading can be sorted. Jimmy will work on this feature.

7. A suggestion was made to lengthen the time-out time on the materials program so replacements can be requested even after a few minutes of out-of-program time.

Currently the time-out is 16 hours and there must have been a problem with the system. Jimmy has since updated the staff catalog so this shouldn't happen again. For future help with this issue, please call IT.

8. A suggestion was made to add the Office 2007 compatibility pack to the public library computers.

The compatibility pack was added to all the computers previously. If a computer cannot open an Office2007 document, call IT to initiate a work order to fix the problem.

9. A library was having problems getting the public computer to add or drop classes on the UCO website.

IT has contacted library staff and UCO because nothing can be fixed until IT can see the problem while someone is logged in to the UCO website. At this time, no one has responded.

10. A suggestion was made to have a mobile version of the library website.

At this time, this request cannot be fulfilled, but is continually being monitored for a future possibility. For a mobile site to be created, the library would have to be compatible to all phones and not cater to one browser. Currently, this would require a lot of development. Sending links to successful mobile library pages could help Tech Support research this more. For more information, there is an article in the May 2009 issue of "Computers in Libraries" magazine had an article about this topic and how many libraries are struggling with this issue because the only phone that works consistently is the iPhone. Some of the others will work partially but won't display all of the pages, such as the holdings, etc.

11. A suggestion was made to purchase colored reserve stickers so they will not blend in with the barcodes and customers will notice them.

It would cost 18.5% more to get the colored stickers since they need to be special ordered. Tech Support questions if it would really make a difference. Also, if the reserve stickers are colored this may make the ILL red stickers less effective since they are not supposed to be removed.

A few tips were given by Tech Support:

- a. If you have time, take off the stickers as you hand them to the customers for checkout.*
- b. Remind the customer to remove the sticker as you check them out.*
- c. Fold a corner when you put the sticker on to make it easier to remove later.*

12. A customer suggested that the paper notice for reserves/ILLs be cancelled once an item is picked up.

This is already happening. The customer probably received the notice after picking up the book because of post office lag. Reminding customers to click the "confirm" button on the email they receive (if they are an enotify customer) will help with this problem.

13. A customer suggested we implement a due date labeling system like a library he went to in Louisiana.

Our libraries have a huge volume of circulations that would not work with this kind of system. Also, with the advancement of self checkout, this would add to the confusion. Customers can see their due dates online if they lose the receipt.

14. The suggestion was made for there to be library blogs, etc.

At this point, the P&P committee is researching all web 2.0 capabilities and parameters are being established.

15. A suggestion was made to add the Damage Letter Form to the Intranet so the agency could print out the appropriate number of copies and the information would be more professional and readable than the carbon copies we currently have.

These forms were originally created so anyone could fill it out without having a computer handy. A form can be created and placed on the intranet. Denyvetta will ask about this possibility at the manager's meeting.

16. A customer suggested that we install Google Earth on the public computers.

Almost all of the functions of Google Earth are now on Google Maps, which is also more up-to-date. At this time, IT does not add applications to the public computers since the need to constantly update them would be very time intensive.

17. There has been a request to find a solution to updating customer phone numbers. There have been problems trying to contact customers via the phone number on file.

The suggestion asked for an annual prompt to update the customer's contact information. This would require the customer to fill out the necessary paperwork and staff to process as all updates in order to verify the customer's eligibility. Additionally, supplying a phone number is optional. Tech Support believes this amount of work is not proportional to the problem. However, Tech Support believes that the suggestion in item number 4 may be helpful.

18. A suggestion was made for a change in V-circ to put item numbers next to paperback books on the credit card tab to make it easier to figure out which one the customer is paying for.

The item number will be added in parentheses next to the title.

19. A suggestion was made to add a pay fines only button to V-circ.

Jimmy will pre-set the credit card tab to assume that the customer is only going to pay their fines. If the customer wanted to pay for everything you would check the books that they were going to pay for. If the customer only wanted to pay for a book, you would have to use the clear everything button and select the items that the customer wanted to pay for.

20. Tech Support was asked to discuss the wording choice used when a customer finds a paperback book in the catalog. The current wording is "This work was purchased for paperback collection at some agencies and may or may not be available"

Tech Support discussed the wording and decided to change it to "This work was purchased for the paperback collection. Please contact a librarian at any MLS location to help find a copy". This is another problem that could be fixed by cataloging paperbacks, which will be revisited when Cataloging has moved to the service center. Until then, Pauline will look into creating brief records for paperback books.

21. A suggestion was made to change the name of CyberMARS to library catalog.

CyberMARS is not just our library catalog, it includes the borrower's record, reserves, magazines, the prepaid account, parental preference option and databases. Therefore, calling it the library catalog does not sufficiently identify what resources are within it. Several years ago, we had a contest among staff to name it and the winner was MARS (Metropolitan Automated Resource Services). . When we added web-based access, it was named CyberMARS as both services co-existed for several years.

22. A suggestion was made to add staff e-mail addresses to the information included on Who's Who.

This is a possibility and will go through further consideration.

Action Items

1. Kay will send marketing a request for the deaf/hearing/speech impaired services and the full resource page will be added to the intranet for staff access
2. Teresa will release the new www.metrolibrary.org
3. Kim will add something about the new CyberMARS features to May's ShelfLife. Jimmy will make it accessible to staff through the CyberMARS link that is on the Intranet.
4. Denyvetta will talk to the managers about putting reserve and exception lists in order by author instead of title and give that information to Jimmy.
5. Denyvetta will talk to the managers about having a pop-up in V-Circ with pre-set alerts and share the findings. A committee may need to be organized.
6. Kay, Jimmy and Teresa will continue to look in to adding an advanced search feature to the Internet site.
7. Jimmy will work on adding a sorting feature to the CyberMARS borrower page. This will be implemented when the Library Things for Libraries features are added for public access.
8. Denyvetta will ask the managers about adding the Damage Letter Form to the Intranet.
9. Jimmy will add item numbers to the title field for paperbacks on the Credit Card tab in V-Circ
10. Jimmy will add a pre-set to the Credit Card tab in V-Circ that assumes the user will only be paying fines.
11. Pauline will look into creating brief records for paperback books in the catalog.

The next Tech Support meeting is scheduled for:
Tuesday, July 28, 2009
9:15 am
Downtown Library
Lee B. Brawner Executive Conference Room

Date: 11/5/2008 9:56 AM
From: Tracy Stone
To: Technical Suggestions <techsuggestions@metrolibrary.org>
Subject: audiocassette fiction lists

The reserve list and exceptions list for audiocassette fiction and its subgenres is in alphabetical order by TITLE. This makes it very difficult when searching for multiple items, as they are file in alpha order by AUTHOR. Please change this to alphabetical order by AUTHOR.

Tracy Stone, Librarian
Ronald J. Norick Downtown Library
300 Park Avenue
Oklahoma City, OK 73102
405-606-3859

Date: 11/11/2008 12:21 PM
From: Janet
To: Technical Suggestions <techsuggestions@metrolibrary.org>
Subject: Spanish paperback poll

Tech Support

I've polled all the libraries regarding how many uncataloged paperbacks they have that are in Spanish language to help us decide if a new location code is needed. I received responses from all but one library. Here are results:

Approx. Total in system:

Adult paperbacks-217
Children's paperbacks-183
Board Books-333

ED and VI appeared to have the same adult romance set in the adult collection. Both locations said the romance set did not circulate. I suggested withdrawing or checking with Phil/CH to see if they needed it there.

Adult Fiction and Nonfiction

CH had approximately 75 paperbacks in their adult collection and WR with 35. The other libraries had very few or none at all.

Children's

In the children's paperbacks (this included Easy, Reader, Tween, and JF) BI had 25, DN 26, ED 38, SO 20, and WR 22. Other libraries had small amounts or none at all.

Board Books

In board books, CH had 86, DC 30, Dn 14, ED 120, SO 28 and VI 55. The other libraries had none.

Ruby buys very little to no uncataloged paperbacks in Spanish. Marilyn is not available to see how much she purchases for CH's Foreign Language Print. I do buy quite a few board books in Spanish.

Based on these totals and distribution, I would say that the need for a new location code is minimal.

Janet/MSL

Date: 11/15/2008 12:07 PM
From: Kristin Williamson
To: techsuggestions@metrolibrary.org
Copy: ckennedy@metrolibrary.org, fwilliams@metrolibrary.org
Subject: RSS feeds

Customer Peter Sawin (card # 0981/9336) would like for our RSS feeds to include the author, rather than just the title of the book. This way he can skim through and see if there are new books by authors that he enjoys without clicking on each title to find the author. His contact information is:

Peter Sawin
733-7822
psawin@cox.net

Sincerely,

Kristin Williamson
Children's Services Associate Librarian
Midwest City Library
8143 E. Reno
Midwest City, OK 73110
(405) 732-4828
kwilliamson@metrolibrary.org

I usually vary my searches on the catalog page between author, title and keyword. This page could be improved if the radio buttons for author, title, etc were replaced with actual search buttons. Then each search would require only one click. Let the computer do a little more of the work!

Tim Larason
tim@funyet.net

Date: 12/3/2008 11:34 AM
From: Beth Wilson <bwilson@mls.lib.ok.us>
To: TechSuggestions@metrolibrary.org
Copy:
Subject: pre-set message alerts in v-circ?

I have a suggestion for a comment line in V-Circ that would pop up when the customer's card is scanned (like the /60 day fine message). These comments could be pre-set (with radio buttons or a drop down box?) and include 3 to 5 of the more common issues - i.e. - Customer's phone number needs updating.

Thanks

Beth Wilson
Adult Services Librarian
Midwest City Library
405-732-4828

Date: 12/18/2008 3:45 PM
From: Kim Terry
To: Technical Suggestions <techsuggestions@metrolibrary.org>
Subject: Searching on www.metrolibrary.org
Attachments: image001.jpg

Any way we can add an advanced search or be able to filter the results on the internet site like we do on the intranet site? For example:

On the intranet if I search for Northwest Library, I can filter the results by where I want the results from (Committees/Minutes, etc.). But on the internet, there is not a filter. It would be helpful (maybe just for me?) to be able to filter the results to show results from the different areas (Commission, press releases, info, Committee minutes). Don't know if this is possible since there are so many different areas.. Just a thought, though. ☺

Kim Terry
Manager of Marketing & Communications
Metropolitan Library System
(405) 606-3750-p
(405) 503-9220-c
(405) 606-3799-f

300 Park Avenue
Oklahoma City, OK 73102
www.metrolibrary.org



Oklahoma Memories | A collection of Oklahoma Folklore, Images and Moments which include stories, videos, songs, pictures, essays, people and events that have made our Oklahoma history unique.

Date: 12/30/2008 4:19 PM
From: Kristin Williamson
To: techsuggestions@metrolibrary.org
Subject: customer suggestion for cybermars

Customer Linda Pickard (card # 0691/5616) had a wonderful suggestion that she asked I relay to you. She would be delighted if the Borrower Record on CyberMars was sorted by Due Date instead of Checkout Date. Or as an alternative, CyberMars could have a button so the customer could change the sorting from Checkout Date to Due Date. This would make it easier for her to see when items are due (since DVDs and VHS have shorter loan periods). She would greatly appreciate to hear from someone about this suggestion. The best number to reach her at is 622-7243.

Sincerely,

Kristin Williamson

Children's Services Associate Librarian
Midwest City Library
8143 E. Reno
Midwest City, OK 73110
(405) 732-4828
kwilliamson@metrolibrary.org

Date: 12/31/2008 9:56 AM
From: Linda Temple <ltemple@mls.lib.ok.us>
To: techsuggestions@metrolibrary.org
Copy:
Subject: suggestion

Is it possible to lengthen the "time out" time in the Materials program so that replacements can be requested even after a few minutes of out-of-program time? When reviewing/withdrawing carts of books, it is troublesome to have to log out and then log in again to request replacements.

Let me know if this doesn't make sense. Thanks, Linda

Linda Temple, Librarian
Midwest City Library
8143 E. Reno
Midwest City, OK 73110
405/732-4828 (phone)
405/606-3451 (fax)

Date: 1/4/2009 3:39 PM
From: Joey Shelton
To: Technical Suggestions <techsuggestions@metrolibrary.org>
Copy: Chris Kennedy <ckennedy@metrolibrary.org>
Subject: Microsoft Word compatibility pack

Hello,

We have come across many dead ends while trying to help people access their 2007 Microsoft Word documents. Our older version of Word will not allow access to documents saved on newer versions but there is a compatibility pack that might solve this problem. Can we get that compatibility pack downloaded onto our computers? If not all, perhaps we can get it downloaded onto at least one of the reference desk computers.

Thanks!

-Joey Shelton
MC

Date: 1/6/2009 7:43 PM
From: Edmond Tech Assistant
To: Technical Suggestions <techsuggestions@metrolibrary.org>
Copy: Ann Aliotta <aaliotta@metrolibrary.org>, Karen Bays <kbays@metrolibrary.org>
Subject: UCO - Dropping or Adding Classes

Dear Sirs,

Twio times this has been brought to my attention, and that is of not being able to drop or add classes at UCO here in Edmond. The student is able to log on to the UCO Network just fine, but when they got to drop or add class, an error message appears. It says that the security settings in Explorer 7 has to be changed, and we cannot do this operation. May we list this site as an exception to the filter?

The web site is: <http://uconnect.ucok.edu/cp/home/loginf>

Thank you,

Eddie Watts
Edmond Tech Assistant
Edmond Library

Date: 1/14/2009 10:49 AM
From: Emily Williams
To: Technical Suggestions <techsuggestions@metrolibrary.org>
Subject: mobile web interface
Attachments: teen_film_contest_2009.gif

We should have a mobile version of our website so people who use the mobile web on their cellphones can easily access our site, especially the catalog. It would be a great way to advertise our services and make them user-friendly for people on the go. People could reserve books from their phones in bookstores, find out about a new CD on NPR and reserve it in the car, be in class and find out if the library has what they need for their research, etc.

15% of the US population uses mobile web and the number is growing quickly.
<http://www.nielsenmobile.com/documents/CriticalMass.pdf>

Thanks,
Emily

Emily Williams, Young Adult Services Coordinator
Metropolitan Library System
Oklahoma City, OK
(405) 606-3834
www.metrolibrary.org



forwarded

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

On 1/14/2009 at 12:20 PM Belle Isle Library <belleisle@metrolibrary.org> wrote:

Was wanting to suggest, if such a thing exists, that when next MLS buys reserve slips/stickers that we purchase some color Other than white since it blends with our normal system barcode tags. Customers just don't notice them. I was thinking some bright or odd color might get there attention better than the white.

Thank you for your concideration,

Pat @ BI

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

Date: 2/13/2009 4:58 PM
From: Tracy Stone
To: Technical Suggestions <techsuggestions@metrolibrary.org>
Subject: receiving snail mail notification

A customer gave me a note with the following suggestion:

"Right now, if you don't click the "confirm" link in a reserve/ILL email notification, you get a paper notice in the mail, even if you've already picked up the book. You might change it so that once the book is picked up, the paper notice is canceled, even if the email notice was never "confirmed." Save MLS unnecessary postage!"

I suspect there is a lot of crossover between when the mailing is generated and when the book is picked up, but if it's possible to refine it more, please consider this customer's suggestion.

Tracy Stone, Librarian
Ronald J. Norick Downtown Library
300 Park Avenue
Oklahoma City, OK 73102
405-606-3859

Date: 2/16/2009 8:58 AM
From: Kay Bauman
To: Technical Suggestions <techsuggestions@metrolibrary.org>
Subject: Fwd: Re: Question - Andrew Griffin

Tech Support,

FYI

Kay

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

On 2/16/2009 at 8:12 AM Planning Services <planning@metrolibrary.org> wrote:

Kay,

I'm guessing you are the person that this suggestion should be sent to.

Dana

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

On 2/12/2009 at 1:44 PM Ask A Librarian <askalibrarian@metrolibrary.org> wrote:

Thank you for the suggestion. It's a good idea, although it might not be practical for our system. I will pass it along to our Planning Department.

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

On 2/11/2009 at 5:54 PM mlsEmail@mls.lib.ok.us wrote:



Question:

My name is Andrew Griffin and I am a big library advocate. Since moving to OKC from Louisiana, I noticed how when someone checks out a book - no matter how many - one flimsy "receipt" with the due date is stuck in a random book, at risk of blowing away or simply getting lost. How is this effective for folks who want to know when their book is due? At the Rapides Parish Library, a sort of grocery store pricing gun with the due date stamped was stuck to the front of the book and removed when it was returned. This was helpful in remembering when the book was due. I really think MLS should consider switching to this method.

Name: Andrew Griffin

E-mail: reddirtreporter@gmail.com

Card number: 16896384

Mailing Address: 312 NW 21st Street

City: Oklahoma City

State: Oklahoma **Zip:** 73103

Deadline for receiving this information:

Tomorrow

Information needed:

Audience level:

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

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

Date: 2/16/2009 11:25 AM
From: Kim Terry
To: Technical Suggestions <techsuggestions@metrolibrary.org>
Subject: FW: Re: Idea for project...

[MLS Blog](#)
[See below](#)

From: Doug Bentin [mailto:dbentin@metrolibrary.org]
Sent: Monday, February 16, 2009 10:54 AM
To: Kim Terry
Subject: Fwd: Re: Idea for project...

Kim, what are your thoughts on starting a blog on our website? I don't see using it strictly as a forum for advertising programs and services--I think we'd need to add new content of a more entertaining sort every day and I know a few staff who are already blogging who might be willing to pitch in (we'd have them submit to us and we'd check for accuracy before we posted).
Let me know what you think and I can work on some ideas.
Thanks.

dgb
***** BEGIN FORWARDED MESSAGE *****

On 2/3/2009 at 10:48 AM Anna Todd <atodd@metrolibrary.org> wrote:

Doug,

I didn't even think about the website. I think that sounds like a great idea! And I would love to write for it if you decide to go with it. Just let me know!

Thanks,
Anna
***** REPLY SEPARATOR *****

On 2/3/2009 at 10:40 AM Doug Bentin wrote:

Anna, I've been doing research all morning on other library systems' websites and have been seeing things I like. I also like your suggestion but instead of print, I would like to do something like this on our site. I think we should do something to make our site a destination, something to make it a place people want to visit every day, and that would require new content every day. We probably couldn't put up a new Book Crush every day, but we also own CDs and DVDs and magazines and why am I telling you this? Duh.
I suspect people pick up the magazine for 1) the calendar, and 2) OK Images. We already run 6 reviews every month and I doubt that one more would make a difference. On the website, however, we publish nothing like a review/chat so I think the Crush would play best there, perhaps as one part of an ongoing blog.
Anyway, thanks for the suggestion. I'm assuming that if we decide to give it a try you're willing to write some for us?

Doug

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

On 2/3/2009 at 10:00 AM Anna Todd wrote:

Hello,

I have an idea for a possible project or series to be done in Info Magazine or even Shelflife that I wanted to share with you.

Last week, I presented the "I show genuine appreciation" daily link to Materials Selection. I chose to focus on showing our genuine appreciation for what brought us to the library in the first place, our love of reading.

I went around and asked everyone in the department to share the one book they read that inspired their love of reading and to share how old they were when they read it. I admit, this idea was inspired by Nancy Pearl's *Book Crush*.

Anyway, some of the selector's suggested that I share the idea with you. I thought it might be an interesting idea to include in one your publications. We could go around to the various libraries and offices and ask staff what their "Book Crush" was and when it happened. It might be an interesting series. I know that it generated a lot of excitement in our department. And I wouldn't mind doing a lot of the field work if you decided to go with the idea!

Please let me know what you think.

Thanks,
Anna Todd
Materials Selection

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

Date: 3/4/2009 9:32 AM
From: Downtown Library
To: Technical Suggestions <techsuggestions@metrolibrary.org>
Copy: Julie Ballou <jballou@metrolibrary.org>, Tim Fisher <tfisher@metrolibrary.org>
Subject: Damage Letter Forms

Downtown Circulation has come up with a great idea for MLS to look more professional, save money and be more efficient!

If Tech puts the Damage Letter Form as a template under "Forms" then the three page forms would not be purchased, saving money. Plain copier paper would be used to print 2 copies of the letter - one for the damaged item and one to mail to the customer.

The letter would be more professional looking. The information would be typed and therefore more readable. Please include on the form a place for a signature of the person responsible for writing the letter and place for the date written.

The letter could be written from any computer at any time by anyone, saving time and person power getting the letter out in a timely manner.

Thank you for considering this suggestion.

Laura Tallant
Downtown Library
Circulation Clerk
606-3860

Hi Anne,

Please forgive me if I am directing this to the wrong department. A customer, Linda Randolph, requests that we install Google Earth on all of our computers; and I wondered if you might respond to her request directly. Her e-mail address is: lsrandolph2@yahoo.com. Thank you! Amy Laminsky

Date: 3/23/2009 3:47 PM
From: Kay Bauman
To: Technical Suggestions <techsuggestions@metrolibrary.org>
Subject: Fwd: Disconnected Phone Numbers

Tech Suggestions,

FYI

Kay

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

On 3/23/2009 at 2:57 PM Karen Bays <kbays@metrolibrary.org> wrote:

Hi Tech Group members,

Please see the message below from Sharon asking for help on dealing with outdated telephone numbers for customers.

Thanks,
Karen

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

On 3/23/2009 at 10:14 AM Edmond Library <edmond@metrolibrary.org> wrote:

Karen,

Per my discussion with you this AM, we need your help with a problem situation. On several occasions my coworkers & I have encountered problems with contacting customers via the phone number on file.

Many times we try calling the number(s) on record and find they are disconnected &/or no longer in service. In taking it a step further we find that the address may have also changed.

I recently had a situation where I called the number listed on file. It was disconnected. I then searched in a recent phone directory, called information and checked the web site: OK CO Property Search. I could not find the customer under the phone listing or by the address. By the way, FYI, this customer had just been in the library earlier and checked out at least 10 books.

Would you please consider inquiring with "IT" if there is a possible solution for a change in phone number situation? We usually find out faster if changes have occurred by the phone number than by the address change, if the customer doesn't bring it up to us themselves. We do more phone calls to the customer than mailings to them.

One suggestion we had was at the card holders anniversary date we get a prompt to ask the customer to verify the address and phone number when they come in to use the library. That way we can keep fairly current on information.

What ever you can do would be gratefully appreciated.

Thank You,

Sharon Young
Circulation Clerk

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

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

Date: 4/1/2009 2:34 PM
From: Regina Fields
To: Technical Suggestions <techsuggestions@metrolibrary.org>
Subject: credit card payments

Just some suggestions on the new system.

1. Put items numbers next to paperback books to make it easier to figure out which one the customer is paying for. As it is the order on the transaction record doesn't match with the order on the credit card payment feature.
2. Add a pay fines only option.

These are the only 2 for now. Maybe more later when we've used it more.

Thanks,

Regina, BE
rkirkham@metrolibrary.org

Date: 4/8/2009 12:50 PM
From: Janet
To: Technical Suggestions <techsuggestions@metrolibrary.org>
Subject: uncataloged paperbacks/CyberMars

We get comments via the Suggest a Title feature of CyberMars quite frequently related to the uncataloged paperbacks. On average we receive 5-10 of these "suggestions" each week. Most recently we received the following comment attached to a Suggest a Title form:

"Upon searching for this book in your database, I found that "some" branch may have a paperback copy and it may or may not be available. I get that a lot, but I don't see how it helps to have it listed in your database if it does not say WHICH branch has a copy and I cannot request that be sent to my branch...Could you please do something about your database (for this title and other paperbacks that show up the same way)? This book shouldn't even show up if no library branch has it and/or its not available. It just gets my hopes up for no reason.." The exact wording in the catalog says: "This work was purchased for paperback collection at some agencies and may or may not be available."

When we get Suggest a Title forms for uncataloged paperbacks, MSL staff will either look up to see which Extension libraries might own them and then send the request to them to find the book to send on to the library the customer uses or we send the form to the library from which the customer would like to pick up their material. Hopefully, the librarians are following through and checking order screens to determine who owns and then sending out email requests for shelf checks or are contacting the customers. We are unsure if library staff are following through or how often they are able to find the uncataloged items, as we often receive duplicate requests for the same titles from the same customers.

I'd like the Tech Group to discuss some alternative wording we could put for these titles, or investigate another way to ensure the customers are getting what they need.

Thanks.
Janet/MSL

Date: 4/13/2009 6:39 PM
From: Edmond Tech Assistant
To: Technical Suggestions <techsuggestions@metrolibrary.org>
Copy: Ann Aliotta <aaliotta@metrolibrary.org>, Karen Bays <kbays@metrolibrary.org>
Subject: CyberMARS Name Change

Dear Sirs,

I have taught several computer classes for Seniors here at Edmond Library including a CyberMARS class, and each class I would ask the question "does anybody know what CyberMARS is?" And to date I have had not one person that knew what it is!

My suggestion is -- How about changing the name to what the general public recognizes. My suggestion for a new name would be: **Library Catalog**

Eddie Watts
EdTechAssistant
Edmond Public Library

Date: 4/18/2009 9:51 AM
From: Phyllis Davidson <pdavidson@mls.lib.ok.us>
To: techsuggestions@metrolibrary.org
Copy: jballou@mls.lib.ok.us
Subject: Who's Who Suggestion

I think it would be helpful if you would add e-mail addresses to the information included on Who's Who. Those of us who use Webmail sometimes need to add someone to our address list, and if we have two employees with the same name, it could be a problem.

Thanks,
Phyllis