

## **Tech Support Minutes**

Tuesday, July 28, 2009

9:15 am

Downtown Library, Lee B. Brawner Conference Room

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

### **Update on Action Items**

1. The hearing impaired resource page has been added to the intranet for staff access. Kay sent the marketing request for bookmarks and will check on the status.
2. Teresa released the new [www.metrolibrary.org](http://www.metrolibrary.org) with catalog search from the main page
3. The May issue of ShelfLife had an article about the new features on CyberMARS.
4. The Library Thing for Libraries feature on CyberMARS has been released to the public.
5. The Managers Meeting decided that the shelf management lists for audio fiction will be in order by author.
6. Denyvetta asked the managers about a pop-up in V-circ with pre-set alerts. There were diverse opinions and a universal approach could not be made. There will be no further action at this time.
7. Kay and Teresa are still working on adding an advanced search feature to the internet. They will then work with Jimmy once they have decided on scope areas.
8. Jimmy added the sorting feature to the CyberMARS borrower page.
9. The managers determined that the Damage letter form should be added to the intranet. This will be implemented by Teresa.
10. Jimmy added item numbers to the title field for paperbacks on the credit card tab in V-circ.
11. Jimmy added a pre-set to the credit card tab in V-Circ that assumes the use will only be paying fines
12. Pauline talked to the cataloging staff about creating brief records for paperback books. She is still working on this.
13. Kay, Dana and Stuart created a database of Tech Support suggestions and events. This database was shared with Tech Support and they agreed that the project should be continued.

### **New Business**

1. Teresa presented the list of changes to the internet/intranet  
**Intranet** - Teresa highlighted the new additions to the intranet including the new Tech Supply Catalog and MLS Recycling page – The group suggested that there be some way to see the full list of recycling efforts. Teresa will work on adding this feature. Teresa also talked about the newly revised business supply catalog and shared the new construction updates page, which will release before August 1<sup>st</sup>.

**Internet** - Teresa added the new design and catalog search to the homepage. The "Summer at the Library" and "I Can't Believe I Shot That" pages have been updated as well.

## ILS Issues:

1. A suggestion was made to make a dummy e-mail address that only accepted all correspondents e-mails. Each message could then be stored as a text file in a folder on the intranet which could then be searchable through the intranet search function or a web page could be created. Such a tool would allow staff to delete e-mails knowing that they will still be available on the intranet.

*Tech Support discussed many different ways to make this work. There are a couple of concerns with this idea; e-mails with attachments could not be viewed through this method and not all e-mails need to be saved for long periods of time. However, Tech Support agrees that there does need to be some way to make sure everyone can find the information they are looking for and this may need to be revisited once all staff have e-mail. Until then, Kay will look into a more effective way to save the more important memos that do need to be saved for the future.*

2. A suggestion was made to have fax machine use available to the public.

*This was discussed at the managers meeting and the managers agreed that the fax machines would need to be updated for this to be a reality. Anne stated that fax technology is not improving or changing and adding this service would require libraries to add a second phone line and update the photocopiers to support faxing. This would require a customer charge to recoup costs. This may be revisited if all managers have a strong interest in updating the copiers and adding second phone lines for customer faxing.*

3. A suggestion was made to order cards and keychain cards so customers have a duplicate card.

*This has been discussed in the past. At this time, Tech Support has formed an Ad-Hoc committee to discuss creation of the cards and possible designs for the June 2010 card order. Members of the committee are Anne Fischer (chair), Kim Terry, Josh Lewis, and Katrina Prince.*

4. A librarian was unable to locate DVDs and videos by T.D. Jakes in the catalog while using the "advanced keyword search" function and asked if this was a problem with the catalog.

*The catalog was functioning correctly. The committee replicated the searches, and with a cataloger's help, learned that when you select an index within the advanced keyword search, you must follow cataloging standards for the type of index selected. In this case, the cataloging standard for authors is to separate the initials with a space in between.*

*If only selecting the media format, the catalog will search keywords only.*

*Cataloging has agreed to contribute catalog searching tips for staff using tools such as Training Times or ShelfLife.*

5. There was a suggestion to code Northwest Items so they will not be included in the number of items available to fill customer reserves.

*Tech Support agrees that this will be beneficial since the problem will occur more often as items are added before Northwest opens. Jimmy will make temporary program changes for the number of reserve items to not show Northwest items. These changes will be reversed when Northwest opens.*

6. A suggestion was made to make the signs on the CyberMARS computers have "catalog" more visible.

*Tech Support sees this need and Marketing will make new signage to fulfill this request.*

7. A customer asked if it would be possible to add a reserve option to books that are currently pending purchase.

*Since pending orders may be canceled, Tech Support does not think that reserves should be placed until the pending status is updated. Along with discussion, Jimmy said that a list of card numbers and bib numbers from customer requests to Materials Selection could be created and reserves can be placed automatically right after the orders have been placed in the system. Janet and Jimmy will discuss this further.*

8. There was a suggestion to add a list of activities happening around the system or each library to the desktop of the public computers.

*Tech Support believes that adding this feature would go unnoticed by our customers since customers tend to go straight to the program they want to access. Adding the announcements to all the computers and updating them frequently would be a major task.*

9. A suggestion was made to have a note section added to the leave approval printout to explain leave or cancelations, etc.

*At this time, Tech Support believes this is low priority. Every supervisor handles this differently and the group is concerned about all the information being stored.*

10. A suggestion was made to have some kind of digital signage to show a loop of library ads, either on a computer or on the wall monitors for computer assignments.

*Digital signage is becoming very popular right now, and the Northwest library may have digital signs. Tech Support believes this will be something that may be added to all the libraries in the future and while adding the looped ads on the wall monitors is a good idea, there is no way to do this because the image is just a video feed of a program on one monitor being shown on another monitor.*

11. A customer was upset that she could not limit her catalog search by library.

*This question has been asked many times. A list of past answers has been added to the minutes. Tech Support still feels these answers are the best answer to the question at hand. Making the catalog limit by location is more than an add-in and would require a*

*full re-do of the system. Our system has one collection to benefit our customers. Limiting the collection by location appears to limit the availability of items when all of the items are available to reserve. All of our users are different and the number of people who want the book no matter where the book is outweighs the number of people who want to see what is in the library at the time they are there.*

12. A customer was having problems finding out where to pay fines online and the person fielding her call requested that there be an intuitive way for people to access this part of the website from the homepage.

*Tech Support discussed various ways to implement this suggestion. First there will be mention of paying fines in the "catalog and databases" quicklinks section and "catalog and databases" will be moved to the top of the quicklinks section. There will also be some other link on the page that will go to the "my account" section of CyberMARS.*

*In CyberMARS, the borrower tab will be changed to "my account."*

13. A customer asked for an email to remind him of approaching overdue materials.

*Previously, we referred customers to LibraryElf, however, LibraryElf is now charging libraries for this feature and Tech Support would like to look into other options. Jimmy will return to Tech Support with a prototype for an eReminder service.*

14. A librarian suggested getting larger wall monitors for computer assignments or lowering the ones we currently have, since customers often complain about not being able to read them.

*A 32" screen TV was placed in the Midwest City library's lobby and IT is currently working on getting all the monitors replaced with that size screen. This will take some time since the wall mounts will need to be replaced as well. It would be helpful if staff could look at the Midwest City screen and send feedback on the size and placement.*

15. A suggestion was made to remove the slash that is in the middle of card numbers so the number can be copied and pasted into other programs.

*The slash is great for readability on the books and the display, but it does have to be deleted when pasting. Tech Support discussed the reasons why this is needed and also came up with reasons why the bib numbers could need to be copied and pasted as well. A copy button can be added that will put the copy on the clipboard for use with out the slash. Pauline will send Jimmy a list of places where this will be useful.*

16. There was a suggestion to allow out of town customers to give their credit card information in lieu of a cash deposit in order to borrow items.

*While this is a possibility, Tech Support is concerned with the costs that could be associated with the idea. If a person does not return the materials and the credit card is charged, they could dispute the charge and we would owe \$25 to refund the money. As of now, we do not keep credit card information and do not want to have the legal implications that could come from keeping this information. Right now, Tech Support does not recommend this service, but if the managers find this to be a common*

*occurrence and want to give this service to out of town customers, it can be reconsidered.*

17. A suggestion was made for the library system to purchase inexpensive earphones for customers to purchase to use with the public computers.

*IT already has a couple hundred of these and would be willing to try out a pilot program. Anne will talk with the Deputy Directors about trying this out along with offering flash drives for sale to customers. Anne will then talk to Julie about doing the pilot program Downtown and will discuss it with the managers.*

18. A suggestion was made to include the Library Thing for Libraries additions to the staff catalog.

*Adding this to the staff catalog will require another account which will cost another \$1000 annually. Janet will discuss this with Karen. If Karen is in agreement, IT will proceed to acquire another account and then Jimmy will work on the software development to add the similar titles and Tag features to the staff catalog.*

19. A suggestion was made to add the library URL to the library cards.

*This will be added to the charges for the ad-hoc committee created with question #3.*

## **Action Items**

1. Kay will check on the status of the hearing impaired resource bookmarks and report back at the next meeting. (Kim is working on it)
2. Jimmy will change the shelf management lists for audio fiction to be in order by author. (completed)
3. Kay and Teresa are still working on adding an advanced search feature to the internet. They will then work with Jimmy after scopes of searching are defined.
4. The damage letter form will be added to the intranet. (completed)
5. Pauline is still looking into researching creating brief records for paperback books.
6. Teresa will add a feature to the MLS recycling page that shows a full list of the recycling efforts.
7. Kay will look into a more effective way to save and search important memos.
8. Pauline and Dana will add cataloging search tips to the next Training Times.
9. Jimmy will make temporary program changes for the number of reserve items to not show Northwest items. (completed)
10. Marketing will make new signage for the CyberMARS computers that has "catalog" more clearly displayed.
11. Janet and Jimmy will discuss the automatic reserve placement.
12. Jimmy will change the "borrower" tab in CyberMARS to read "My Account." (completed)
13. Teresa will change the library homepage to mention paying fines and "my account" in the quicklinks "catalog and databases" section. This section will also be moved to the top of the quicklinks. (completed)
14. Jimmy will work on a prototype for the eReminder system.

15. Pauline will send Jimmy a list of where a copy button would be helpful for copying bib numbers and customer numbers without the slash in the middle.
16. *Anne will talk with the Deputy Directors about implementing selling headphones and flash drives to customers. Anne will then talk to Julie about doing the pilot program Downtown and will discuss it with the managers.*
17. Janet will discuss adding the Library Thing for Libraries to the staff catalog with Karen. They will then let IT know if they're in agreement and IT will go forward with acquisition of the additional account and software development to incorporate it into the Staff Catalog. (completed)

The next Tech Support meeting is  
scheduled for:  
Tuesday, October 27, 2009  
9:15 am  
Downtown Library  
Lee B. Brawner Executive Conference  
Room

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**Date:** 4/29/2009 8:03 PM  
**From:** Stuart Williamson  
**To:** Technical Suggestions <techsuggestions@metrolibrary.org>  
**Subject:** All Correspondents Emails on Intranet

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It might be useful to make emails sent to the AllCorrespondents bulk email address available on the intranet. Much important information is disseminated in this way; yet these emails are often deleted or misplaced by recipients. Such a tool would allow staff to delete these emails knowing that they will still be available on the intranet. It may reduce frivolous mass emails as well. My suggestion is to make a dummy email address that is only included in the AllCorrespondents bulk email list. Each message this address receives could be stored as a text file in a folder structure on the intranet. These would show up in the intranet search. A simple web page could also provide browseable access to the messages with perhaps a date range filter. Just a thought.

Thanks,  
Stuart Williamson

Stuart Williamson, Researcher  
Metropolitan Library System  
300 Park Ave.  
Oklahoma City, OK 73120  
[swilliamson@metrolibrary.org](mailto:swilliamson@metrolibrary.org)  
405-606-3821

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**Date:** 4/30/2009 11:40 AM  
**From:** Anne Fischer <afischer@metrolibrary.org>  
**To:** Technical Suggestions <techsuggestions@metrolibrary.org>  
**Copy:**  
**Subject:** [Fwd: Suggestion]  
**Attachments:** Message.htm

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Forwarded for next tech group meeting.

Return-path: <ameeks@metrolibrary.org>  
Received: from localhost (sa6.msg.onenet.net [164.58.240.87])  
by dash.onenet.net  
(iPlanet Messaging Server 5.2 HotFix 2.15 (built Nov 14 2006))  
with ESMTP id <0KIX00IAK76TGT@dash.onenet.net> for afischer@metrolibrary.org;  
Thu, 30 Apr 2009 10:32:54 -0500 (CDT)  
Received: from dash.onenet.net ([164.58.253.101])  
by localhost (sa.msg.onenet.net [164.58.240.87]) (amavisd-maia, port 10024)  
with ESMTP id 29978-09 for <afischer@metrolibrary.org>; Thu,  
30 Apr 2009 10:32:49 -0500 (CDT)  
Received: from BIBKR2XP ([156.110.24.142])  
by dash.onenet.net (iPlanet Messaging Server 5.2 HotFix 2.15 (built Nov 14  
2006)) with ESMTP id <0KIX00IDJ76MPS@dash.onenet.net> for  
afischer@metrolibrary.org; Thu, 30 Apr 2009 10:32:46 -0500 (CDT)  
Date: Thu, 30 Apr 2009 10:32:48 -0500  
From: Ann Meeks <Ameeks@metrolibrary.org>  
Subject: Suggestion  
To: afischer@metrolibrary.org  
Message-id: <200904301032480570.61DCF511@mailhost.mls.lib.ok.us>  
MIME-version: 1.0  
X-Mailer: Calypso Version 3.30.00.00 (4)  
Content-type: multipart/alternative; boundary="====\_124110556815724=\_"  
X-OneNet-Scanned: Maia Mailguard 1.0.2 at sa.msg.onenet.net  
X-Spam-Status: No, hits=-7.017 tagged\_above=-999 required=3  
tests=ALL\_TRUSTED=-4.8, AWL=0.381, BAYES\_00=-2.599, HTML\_MESSAGE=0.001  
X-Spam-Level:  
Original-recipient: rfc822;afischer@metrolibrary.org

I believe this would be under your jurisdiction. This is a request I've been thinking about for a while, and it came up again this week. If not, let me know; and I'll pass it on to the correct person or persons. My request/suggestion is to have a fax machine available to the public for local faxes, either for free or a small paper/ink charge. We don't necessarily have to advertise this service if you don't want to, but could it at least be available upon request?

My reasoning for this suggestion is that with increased use of e-mails, e-mail attachments, and forms on the intranet, among other things, we really don't use our fax machine, at least at this library for days at a time. Meanwhile, a customer will ask to fax something locally and to be consistent with all libraries, we say we don't have a public fax machine. It really doesn't seem like it would be much trouble or time to fax a few pages for our customer. It would be have to be local since we can't do long distance and then there would be a question of charges.

So my suggestion is those libraries that can do so, upon request, let customers fax! Thanks,

Ann Meeks, librarian  
Belle Isle Library  
405-843-9601



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**Date:** 4/30/2009 4:53 PM  
**From:** Fariba Williams  
**To:** Technical Suggestions <techsuggestions@metrolibrary.org>  
**Subject:** Library cards  
**Attachments:** ME968D~1.JPG

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Dear suggestions committee,

Recently, we experienced a mother making a color copy of the child's library card (front only), in order to have two copies of the card. The parent asked why we don't have duplicate cards with key chains like the Pioneer Library System?

Question: Have you considered ordering cards and key chains with the same number? I know Pioneer has them and the customer's like them very much.

Thank you for looking into this.

Fariba Williams  
Midwest City Library



*Fariba Williams, MLIS*  
*Assistant Manager of Library Operations I*  
*Midwest City Library*  
*8143 E. Reno*  
*Oklahoma City, OK 73110*  
*phone: (405) 606-3437*  
*email: [fwilliams@metrolibrary.org](mailto:fwilliams@metrolibrary.org)*

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**Date:** 5/4/2009 2:09 PM  
**From:** Sheldon Beach <sbeach@mls.lib.ok.us>  
**To:** techsuggestions@mls.lib.ok.us  
**Copy:**  
**Subject:** catalog problem

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I'm not sure if this is who I should report a problem to, but a customer came in earlier looking for DVDs and video tapes by T.D. Jakes. When I did an advanced search and typed in, "jakes, t.d." and limited it to the author index and video only, nothing came up. When I did the same thing and just typed "Jakes" lots of things came up, some for T.D. Jakes and some not, but there was no author listed next to the titles when the list came up.

Also, the customer was looking for items in this branch. I would like to suggest that the catalog be changed where one can search by branch, as customers tend to ask for that quite often.

Sheldon Beach, Librarian  
Metropolitan Library System  
300 Park Avenue  
Oklahoma City, OK 73102  
sbeach@metrolibrary.org  
"Never trust anyone who has not brought a book with them"  
--Daniel Handler

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**Date:** 5/14/2009 10:06 AM  
**From:** Sheldon Beach <sbeach@mls.lib.ok.us>  
**To:** techsuggestions@mls.lib.ok.us  
**Copy:**  
**Subject:** NW items

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I would like to suggest that the items in the Northwest Library be coded so that they will not be included in the number of items available to fill customer reserves, as they are not actually available to fill customer reserves. For example, when a customer sees that they are next for an item and that we have two or three copies to satisfy the request, that number can be misleading if one or more of the items belong to the Northwest Library. This could easily be done if items are given a 0 day loan period when put in NW. Then when the items are ready to go on NW shelves, someone could take the wand and swipe it across the books and recode them all with a 14 day loan period.

Sheldon Beach, Librarian  
Metropolitan Library System  
300 Park Avenue  
Oklahoma City, OK 73102  
sbeach@metrolibrary.org  
"Never trust anyone who has not brought a book with them"  
--Daniel Handler

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**Date:** 5/19/2009 11:26 AM  
**From:** Sheldon Beach <sbeach@mls.lib.ok.us>  
**To:** techsuggestions@mls.lib.ok.us  
**Copy:**  
**Subject:** catalog

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Do you think, the library system might entertain the idea of changing the signs on the CyberMARS computers to say "Catalog" in big letters on the top instead of "CyberMARS?" It seems to cause confusion sometimes for first time customers who don't know what CyberMARS is and walk right past it to ask us where the catalog computer is.

Sheldon Beach, Librarian  
Metropolitan Library System  
300 Park Avenue  
Oklahoma City, OK 73102  
sbeach@metrolibrary.org  
"Never trust anyone who has not brought a book with them"  
--Daniel Handler

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**Date:** 5/21/2009 8:09 AM  
**From:** Janet  
**To:** Jerry\_Stephens@ca10.uscourts.gov  
**Subject:** Fwd: CyberMars question

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Mr. Stephens,

Thank you for your question about placing reserves on material that have orders pending. At the present time, there is not a way to place reserves on materials with orders pending. Purchase orders are generated overnight on Thursdays. Once the purchase orders are generated, you can place reserves on Friday mornings. I am not sure of the exact time you can begin placing reserves, but have seen reserves placed as early as 4:00 a.m.! Most usually, orders are in the pending status for just a week. Occasionally, we will work on orders 2-3 weeks in advance.

You can place reserves on material that shows an "on order" status, unless it was ordered as an uncataloged paperback. If it was ordered as an uncataloged paperback, you should get a message indicating that it was ordered in this format. If this is the case, you can call any of our libraries and staff should be able to tell you which libraries will get copies. The uncataloged paperback collection is a browsing collection only, so reserves are not available for them.

The order for the title you are interested in, Carlos Calle's The Universe: Order without Design, is scheduled to go out tonight. You should be able to place the reserve in the morning.

I'll forward your concern to our Tech Support Group, which looks at the changes to the features offered on the CyberMars. They'll evaluate whether or not to make the change you suggest.

Thank you for your interest in our library. Please let me know if there are other ways we can serve you in the future.

Thank you,  
Janet Brooks  
Materials Selection Manager  
Metropolitan Library System

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

On 5/20/2009 at 8:33 AM Jerry\_Stephens@ca10.uscourts.gov <Jerry\_Stephens@ca10.uscourts.gov> wrote:

I suppose this is a "library operations" question. If not, please do forward to the more appropriate person.

I do have a question about a CyberMars option. It involves books that are currently on order or pending purchase.

There is a point in time where a book on order can be reserved by a library patron. This would be through the standard reservation option.

But some books with currently pending orders can not be reserved. Even if ultimately purchased

by MLS.

**Would it be possible to add a reserve option to these books that are currently pending purchase?**

I can't tell you the number of times that I have wanted to reserve a book that I believe MLS has on order and will ultimately receive. But the reserve option is not available. And, to tell you truth, I will probably forget all about by the time the book actually comes.

There is a book by Carlos I. Calle on the disorder in the universe. It is currently pending purchase by MLS. This is one I would certainly like to be notified about.

Jerry E. Stephens  
U.S.Court of Appeals  
Oklahoma City, Oklahoma

email: jerry\_stephens@ca10.uscourts.gov  
personal: jstephens6@cox.net  
voice: (405) 609-5460  
fax: (405) 609-5461  
cell: (405) 834-1408

"A lawyer is a person who writes a 10,000 word document and calls it a brief."  
--Franz Kafka

"I may be wrong, but I'm never in doubt."  
--Marshall McLuhan

"Fishing is like waiting for something that does not happen very often."  
--Jim Seibert

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

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**Date:** 6/2/2009 1:29 PM  
**From:** Stacy Schrank  
**To:** Technical Suggestions <techsuggestions@metrolibrary.org>, Kay Bauman <kbauman@metrolibrary.org>  
**Subject:** Food for Thought...  
**Attachments:** scan0010.jpg, METROU~1.JPG

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Tech Support Committee:

I saw this article in the recent Computers In Libraries magazine and thought this may be a wonderful way for us to enhance our marketing to our users. Please see the following article:

### They're Looking at It Anyway

When people sit down at one of your public access computers, they're looking at the desktop. It's nice enough to display a pretty picture of your library there, but what if it also delivered some content you created? Maybe an events calendar, your latest blog post or two, or a list of new arrivals in your DVD collection?

To get your information to the desktop, you'll need one really simple tool that comes with your computer: Notepad. If you've never noticed Notepad and aren't sure where to find it, go to the Start menu, choose Run, and type "notepad" (without the quotes) in the box. You could also use any other basic text editor that doesn't add invisible formatting (i.e., not Microsoft Word).

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This could be a great means to show what activities are happening around the system or at each library. Since I do not know all the means by which to make this happen, I am not sure what capabilities we would have, but it would be a great way to utilize more of the screen and provide some useful feedback... It could be the MLS's version of Pioneer's JSYK (Just So You Know).

Thanks for your consideration of this idea!!

Stacy



*Stacy G. Schrank, Ph.D.(ABD), M.Ed.*

Employee Development Coordinator  
Metropolitan Library System  
300 Park Ave.

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**Date:** 6/2/2009 2:04 PM  
**From:** Phyllis Davidson <pdavidson@mls.lib.ok.us>  
**To:** Tech Suggestions <techsuggestions@metrolibrary.org>  
**Copy:** jballou@mls.lib.ok.us  
**Subject:** Suggestion for HRPay

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It would be nice if there could be a way to type in a note of explanation at the bottom of the leave approval printout. Maybe a text box could be added with a right click or something so we could explain why we need to change the date or hours of our leave or why we need to cancel it. It would save hand-writing the same message on two pages or making a trip to the Xerox machine to avoid writing it twice.

Thanks,  
Phyllis Davidson



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**Date:** 6/11/2009 5:40 PM  
**From:** Phyllis Davidson <pdavidson@mls.lib.ok.us>  
**To:** Tech Suggestions <techsuggestions@metrolibrary.org>  
**Copy:** jballou@mls.lib.ok.us, tfisher@mls.lib.ok.us  
**Subject:** Suggestion--Loopy Computer

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Here's a suggestion I thought of after Sheldon Beach showed me the PowerPoint CD he prepared that loops through library ads before his movies start. I thought maybe we could set up a computer somewhere that shows a continuous loop of ads for library programs or other informational bits. If we had bigger screens on the monitors up on the walls, maybe we could divide the screens so that part of the screen shows the scrolling computer assignments and the rest of the screen shows library ads and info. It would give people something to watch while waiting for their assignment, and it might contribute to a quieter atmosphere.

Phyllis Davidson

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**Date:** 6/13/2009 1:45 PM  
**From:** Sheldon Beach <sbeach@mls.lib.ok.us>  
**To:** techsuggestions@mls.lib.ok.us  
**Copy:**  
**Subject:** customer suggestion

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We had another customer complaint due to the fact that the customer was unable to limit her catalog search to only items in the Downtown branch. She complained saying that not being able to limit her search to the library where she is makes it more difficult and much more time consuming for the customer.

Sheldon Beach, Librarian  
Metropolitan Library System  
300 Park Avenue  
Oklahoma City, OK 73102  
sbeach@metrolibrary.org

"Never trust anyone who has not brought a book with them"  
--Daniel Handler

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**Date:** 6/18/2009 12:21 PM  
**From:** Stacy Schrank  
**To:** Technical Suggestions <techsuggestions@metrolibrary.org>  
**Subject:** Thought  
**Attachments:** METROU~1.JPG

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Today I fielded a call from a customer who wished to pay her fine online. She was at the homepage and was not finding access to this process. She said that she did a search and didn't get anywhere. I went there while she was on the phone and wasn't able to locate any help with the search either.

I feel that we need to have an intuitive way for people to access paying their fines online from our homepage. Could be incorporated with fine information under library information.

Appreciate any support you could provide to make this service more accessible for our customers.

Stacy



*Stacy G. Schrank, Ph.D. (ABD), M.Ed.*

Employee Development Coordinator  
Metropolitan Library System  
300 Park Ave.  
Oklahoma City, OK 73102  
(405)606-3823  
(405)606-3722 (fax)  
[SSchrank@metrolibrary.org](mailto:SSchrank@metrolibrary.org)

**"Your Inviting, Innovative Link to the World"**

**We Want You to Join Us!**

**CLENE-RT - Quality Continuing Education for Library Staff**

[www.ala.org/clene](http://www.ala.org/clene)

**Blog With Us!**

<http://cebuzz.wordpress.com/>

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**Date:** 6/18/2009 2:37 PM  
**From:** Downtown Library  
**To:** Technical Suggestions <techsuggestions@metrolibrary.org>  
**Subject:** -- suggestion from customer...

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| ...who asked me to pass on this idea for consideration.

| Can the system be configured to send out reminders to customers for whom we have email address that they have books coming due in the next two days or some other time frame.

| After all, we send them notices their reserve material is available, why not approaching overdues in the same way?

| Jim Nimmo, DN page

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

---

**Date:** 6/25/2009 10:54 AM  
**From:** Sheldon Beach <sbeach@mls.lib.ok.us>  
**To:** techsuggestions@mls.lib.ok.us  
**Copy:**  
**Subject:** pclibrarian screens

---

Customers frequently complain that the screens that show which computer they are to be assigned is too small or too high on the wall for them to see. Is there any way those could be lowered or could we maybe even get some that are larger? It's one of the most frequent complaints that we have Downtown.

Sheldon Beach, Librarian  
Metropolitan Library System  
300 Park Avenue  
Oklahoma City, OK 73102  
sbeach@metrolibrary.org

"Never trust anyone who has not brought a book with them"  
--Daniel Handler

---

**Date:** 7/8/2009 5:43 PM  
**From:** Edmond Library  
**To:** Technical Suggestions <techsuggestions@metrolibrary.org>  
**Subject:** library card numbers

---

Hi,

I wish that when I looked up a customer's card number that I could just copy and paste it. I can not at the present time because of the middle slash. Does the middle slash need to be there? Ann Aliotta, Edmond Library

---

**Date:** 7/15/2009 8:57 AM  
**From:** Kay Bauman  
**To:** Downtown Library <downtown@metrolibrary.org>  
**Copy:** Technical Suggestions <techsuggestions@metrolibrary.org>  
**Subject:** Re: Cash Deposite Card Suggestion

---

Jessica and Ron,

Thank you for the suggestion. I am forwarding your question to the [techsuggestions@metrolibrary.org](mailto:techsuggestions@metrolibrary.org) email. Each quarter the Tech Support meets to review the ideas submitted and our next meeting is this month.

Kay Bauman

\*\*\*\*\* REPLY SEPARATOR \*\*\*\*\*

On 7/13/2009 at 1:28 PM Downtown Library wrote:

At the current time the only way to accomodate a customer that is in town temporarily is the cash deposit card. Since we are now able to process credit cards, is there any possibility of instituting a process that enables us to imprint or scan a customers credit card in lieu of a cash deposit.

Jessica Morris  
Ron Harrison

---

**Date:** 7/16/2009 10:43 AM  
**From:** Charla Aucone  
**To:** techsuggestions@mls.lib.ok.us  
**Subject:** headphones  
**Attachments:** caucone@mls.lib.ok.us.vcf

---

Good morning - I would like to suggest that the Metrolibrary system purchase inexpensive earphones for customers to purchase to use with the public computers. Similar to what the airlines do and other library systems that I have visited. Customers could purchase headphones for \$1 to \$2 and they would own them and therefor be responsible for holding on to them and using them when they would like on our computers. We already have one customer who is doing this due to sanitary reasons. I think it's a great idea, considering how often we replace this equipment and the multiple use they get by multiple people of various hygiene standards.

Thank you,

Charla R. Aucone, Librarian  
Ronald J. Norick Library Downtown Library  
Metropolitan Library System  
300 Park Avenue  
Oklahoma City, OK 73102  
405.231.8650 x3  
caucone@metrolibrary.org  
"If you're rich you can buy books. If you're poor you need a library" ~John Kenneth Calbraith



---

**Date:** 7/20/2009 9:32 AM  
**From:** Mary Strasner <mstrasner@metrolibrary.org>  
**To:** Technical Suggestions <techsuggestions@metrolibrary.org>, Dana Phillips <dphillips@metrolibrary.org>  
**Copy:** Julie Ballou <jballou@metrolibrary.org>  
**Subject:** Re: Getting "similar titles" and "tags" on staff catalog

---

Hi,

Please see below for my suggestion. Love those "tags" and "similar titles"!

Mary

\*\*\*\*\* REPLY SEPARATOR \*\*\*\*\*

On 7/18/2009 at 12:26 PM Julie Ballou wrote:

>Hi Mary,  
>I haven't heard anything about this for the staff catalog. You could  
>send it in as a Tech suggestion.  
>Julie  
>  
>----- Original Message -----  
>From: Mary Strasner <mstrasner@mls.lib.ok.us>  
>Date: Saturday, July 18, 2009 12:23 pm  
>Subject: Getting "similar titles" and "tags" on staff catalog  
>To: jballou@metrolibrary.org  
>  
>> Julie,  
>>  
>> Currently the helpful "similar titles" and "tags" features are  
>> only  
>> available about 5 clicks away on [www.metrolibrary.org](http://www.metrolibrary.org).  
>>  
>> Have you heard or will you consider inquiring about whether we  
>> will be  
>> getting these features on the staff catalog? If not possible, do  
>> you  
>> think we might get a shortcut for our desktops or some such step-  
>> saver?  
>> I love using ours over going to Amazon or such for "also reading!"  
>>  
>> Mary  
>>  
>>  
>>

---

**Date:** 7/27/2009 1:12 PM  
**From:** Kim Terry <kterry@metrolibrary.org>  
**To:** 'Technical Suggestions' <techsuggestions@metrolibrary.org>  
**Copy:**  
**Subject:** FW: FW: Suggestion

---

For Tech Support:

We could add the URL at the very bottom of the back of the cards (font could be smaller).

-----Original Message-----

From: Anne Fischer [mailto:afischer@metrolibrary.org]  
Sent: Monday, July 27, 2009 11:22 AM  
To: Kim Terry  
Subject: Re: FW: Suggestion

Let's forward it to Tech Support. I don't think it would be hard to add to adult cards but the student cards are rather busy. I'm not sure where you would put it. Ideas?

Anne

Kim Terry wrote:

>  
> Next time we print Library Cards, can we add our URL?  
>  
>  
>  
> \*From:\* Julie Ballou [mailto:jballou@metrolibrary.org]  
> \*Sent:\* Monday, July 27, 2009 10:54 AM  
> \*To:\* Kim Terry  
> \*Subject:\* Fwd: Suggestion  
>  
>  
>  
> Hi Kim,  
>  
> Since this is somewhat of a marketing idea, I thought I would pass it  
> along to you. Seems like a good idea to me!  
>  
> Julie  
> \*\*\*\*\* BEGIN FORWARDED MESSAGE \*\*\*\*\*  
>  
> On 7/27/2009 at 10:36 AM Diane Sarantakos  
> <dsarantakos@metrolibrary.org> wrote:  
>  
> Julie,  
>  
> I had a friend recently, a library user, who emailed me a  
> suggestion because she knew about my new position with the  
> Library. She asked if it would be good to include the library's  
> website on the library cards. She was going to look for a title  
> and went to look for the website on the card and noticed it was  
> not included.  
>  
>  
>  
> Just thought I would pass it onto you, in case you thought it was  
> a valid idea.

>  
>  
>  
> Have a great week.  
>  
> d  
>  
> \*\*\*\*\* END FORWARDED MESSAGE \*\*\*\*\*  
>  
> Diane Sarantakos  
>  
> Metropolitan Library System  
>  
> Director of Development  
>  
> 300 Park Avenue  
>  
> Oklahoma City, OK 73102  
>  
> 405-606-3761 - Office  
>  
> 405-630-7835 - Cell  
>  
>  
>  
>  
>  
> \*\*\*\*\* END FORWARDED MESSAGE \*\*\*\*\*  
>  
>  
>  
>  
>  
>  
>  
> /Julie Ballou/  
>  
> /Manager of Library Operations/  
>  
> /Downtown Library/  
>  
> /300 Park Ave/  
>  
> /Oklahoma City, OK 73102/  
>  
> /405.606.3851/  
>  
>  
>