

Tech Support Minutes

Tuesday, January 26, 2010

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, Kim Terry, Jimmy Welch

Update on Action Items:

1. Kellie and Teresa will continue to pursue adding an advanced search feature to the internet.
2. Pauline, Karen, and Jimmy are still exploring other options for accessing uncataloged paperbacks.
3. Kellie is investigating a more effective way to save and search important memos.
4. Cataloging search tips have been added to training times.
5. Janet and Jimmy will continue discussing automated reserve placement.
6. Headphone sales have been implemented at all library locations.
7. Anne discussed the 30-day pop-up notice with LaVetta.
8. Email notifications have had a 15 minute delay since the November 2nd
9. Kellie and Charla created a font list for the librarian computers Downtown and the fonts have been added to the computers.

Changes to the Internet / Intranet:

Intranet – Teresa mentioned the redesigned Volunteer Page and encouraged everyone to take the Intranet survey that is currently available on the intranet slider.

Internet – Teresa highlighted the new interactive Annual Report, the updated Literary Voices page, and the redesigned Read About It and Family Place pages.

ILS Issues:

1. A library page suggested that the spine labels on large print books be modified to make the author's name be larger and easier to find since the "large print" written on the label often obscures the Author's name.

Tech support discussed many different ways to implement a font change on the large print labels, however, this is not something that could be easily changed and would require a committee to be formed. It could also have some unforeseen ramifications since the labels are formatted the way they are for ease of staff sorting, etc. At this time, tech support does not believe this is a priority concern and does not recommend any further action.
2. A tech assistant asked if the public computer parking screen could be edited to state how long the computer can be in park, since some customers are aggravated when their computer is logged off because they had the computer parked for more than 5 minutes.

This is already a function of the parking screen. On the right-hand side, there is a timer that continues to count down while the computer is parked.

3. A circulation clerk suggested changing v-circ when an item is checked in as damaged. Currently the item status will say "withdrawn" and the patron no. is "0000/0000". The suggestion is to have the status as "damaged" and the patron no. as the customer number.

Changing the status to "damaged" and connecting the item to the customer in the system will keep the record in CyberMARS until the customer pays for the item. Since there are customers that never pay for the item, this needs to stay the way it is to keep the inventory clean.

This will be discussed at the manager's meeting to make sure that it is not a bigger issue than tech support believes it to be. Denyveta will also ask Julie to review the procedures for checking in damaged materials at the circulation forum.

4. A circulation clerk suggested that the return date printed on the transaction receipt be made larger or bolded to assist customers with poor eyesight.

The receipts are already in bold and if the date were made any larger, it would not fit. The receipt can be sent to a full size printer and it will fill the sheet of letter size paper and be easier to read. The customer can also print out their own receipt from CyberMARS.

5. A customer emailed IT about the online renewal system. She questioned the renewal period and asked if there could be a way to know if a book was no longer renewable without having to renew the book. The customer indicated stated that she waits until the date it is due to renew it in order to get the full 2-weeks renewal period, not just two weeks from the day she clicked the link.

Renewals are based on the total length of time the materials are borrowed, not the number of renewals.

Books, other printed materials, audiocassettes and recordings may be checked out for two weeks. They may be renewed to a maximum loan period of 42 days if there is no System Reserves request for the items during that period. Videos may be checked out for seven days and renewed to a maximum loan period of 21 days if there is no System Reserves request for the items during that period.

There is no limit to the number of times an item may be renewed. The software permits renewals until the maximum loan period is reached, which is calculated from the original checkout date.

Action Items:

1. Kellie and Teresa will continue to pursue adding an advanced search feature to the internet.
2. Pauline, Karen, and Jimmy will continue exploring other options for accessing uncataloged paperbacks.
3. Kellie will continue to investigate a more effective way to save and search important memos.
4. Janet and Jimmy will continue discussing automated reserve placement.
5. Denyveta or Katrina will discuss the damaged item process at the manager's meeting and Denyveta will ask Julie to discuss the topic at the next circulation forum.

The next Tech Support meeting is
scheduled for:
Tuesday, April 27, 2010
9:15 am
Downtown Library
Lee B. Brawner Executive Conference
Room

Date: 11/5/2009 5:56 PM
From: Karen Bays
To: Technical Suggestions <techsuggestions@metrolibrary.org>
Copy: Edmond Pages <edpages@metrolibrary.org>, Ann Aliotta <aaliotta@mls.lib.ok.us>, Jean Johnson <jjohnson@mls.lib.ok.us>
Subject: Fwd: Large Print Cut Lines

Claudia,

You make a very good point! I am forwarding your suggestion to techsuggestions@metrolibrary.org so that the Tech Group can have a look at it.

Karen

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

On 11/3/2009 at 5:25 PM Edmond Pages <edpages@metrolibrary.org> wrote:

I was helping a customer find a book in Large Print and an idea leapt from the shelf.... I was explaining to the customer that the books are shelved by author's last name first, then by first name and finally by subject. The rub is that the first three letters of the last name on the spine is standard cut line size. If you are reading large print books, it stands to reason that the cut line needs to be large print, too.

Often the label indicating "large print" obscures the author's last name. It would seem to me that the statement on the cataloguing label that says "large print" could be made smaller or even abbreviated thereby making room for the first three letters of the author's name to be in a larger font. This would make it easier for people to find the author they're looking for.

Claudia

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

Date: 11/9/2009 5:22 PM
From: Edmond Tech Assistant
To: Technical Suggestions <techsuggestions@metrolibrary.org>
Copy: Ann Aliotta <aaliotta@metrolibrary.org>, Karen Bays <kbays@metrolibrary.org>
Subject: Fwd: Re: Parking Screen

Jimmy,

Could you edit the parking screen to tell how long the customer can keep his or her computer parked, and maybe eliminate some of the customers complaints?

Eddie Watts
Edmond Technical Assistant
Edmond Library

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

On 11/9/2009 at 8:29 AM John Wood <jwood@metrolibrary.org> wrote:

Eddie,

I actually don't have control over this. Jimmy is the one who does the programming, however, I would imagine this is something that they would discuss at a tech group meeting prior to implementing it, so I would suggest sending the same request to techsuggestions@metrolibrary.org . I hope that helps.

John Wood
IT Manager
Metropolitan Library System
(405)606-3774

On Sun, Nov 8, 2009 at 4:43 PM, Edmond Tech Assistant <EDTechAssistant@metrolibrary.org> wrote:

John,

Could we edit the screen when the public computers parking screen comes up to state how long they can keep it in park? I have had some people aggravated when they came back and they were logged off because they had been parked longer than the 5 min.

Thank You,
Eddie Watts
Edmond Tech Assistant

Date: 11/10/2009 3:44 PM
From: Joan Kendall
To: Technical Suggestions <techsuggestions@metrolibrary.org>
Subject: Inventory Inquiry Status

Dear Techies,

When an item is checked in "Damaged" the customer's card number shows briefly on the screen. Subsequently an item inquiry shows the item is "Withdrawn" and Patron No as "0000/0000". If we have not captured that customer's number we can call Cheryl on Thur. to retrieve the info. Too long to wait.

I feel it would be helpful to Circulation Clerks to have the Status as "Damaged" and the Patron No as the customer number. This could be linked to show this item no longer available on the catalog. After the customer pays for the item it could go to "Withdrawn" then.

Thank you for your consideration,

Joan

Date: 11/23/2009 8:54 AM
From: Landon Holman
To: Technical Suggestions <techsuggestions@metrolibrary.org>
Subject: Receipt Printout Suggestion

I recently took a call from Mark Marshall at the Village library who had received a suggestion that to help those customers with poor eyesight that the Return Date printed on the Transaction Receipt be either larger or more bold to help them see it better.

Thank you.

Landon Holman

Date: 12/2/2009 5:00 PM -0600
From: Elizabeth <elizabeth@reelclassics.com>
To: Technical Suggestions <techsuggestions@metrolibrary.org>
Copy:
Subject: MLS Online Renewal - suggestion

(Redirected by "Circ Control" <circcontrol@metrolibrary.org>)

***** BEGIN REDIRECTED MESSAGE *****

ATTN: IT for MLS

A suggestion for the online renewal system: Right now I don't know whether a book is renewable or not unless I click on the link to renew it (in which case, it is renewed on the date I click on it). However, sometimes I want to know if it is renewable without actually renewing it. (If I wait until the date it is due to renew it, I get the full 2-weeks renewal period, not just two weeks from the day I clicked the link.)

Here's my thought: If, when the maximum number of renewals has been reached for a book, the "renew" link ceased to be a link and turned red or said "Not renewable" or something, that would tell me that I can't renew that book anymore. (Right now I have to click on the renew link to get that message -- renewing the book in the process if it is still renewable.)

Make sense?

Thanks,
Elizabeth
LIB #: 1004-0328

On Mon, Nov 9, 2009 at 10:16 AM,
<<mailto:Enotify@mls.lib.ok.us>Enotify@mls.lib.ok.us> wrote:
Metropolitan Library System
Monday, November 09, 2009 Material Pickup Notification [1004/0328]
ELIZABETH B. ANTHONY

3605 N MCKINLEY
OKLA CITY, OK 73118

The items below are now available for pickup. Print a copy of this notification and bring it with you to Downtown Library. The material will be held for you through closing Monday, November 16, 2009.

Please click to acknowledge receipt of this notification. Confirming receipt within 24 hours, allows us to bypass sending you a paper notification via U.S.P.S mail. If you no longer need the material, click the button in the Don't Want column for that title.

Title/Author Code Don't Want
Chaplin and American culture : the evolution of a star image ILL
Maland, Charles J.

Souvenirs provisoires. ILL

Aumont, Jean Pierre.

The cinema of isolation : a history of physical disability i ILL

Norden, Martin F.,

The dame in the kimono : Hollywood, censorship, and the prod ILL

Leff, Leonard J.; Simmons, Jer

The story of the Stars and stripes / ILL

Hutton, Oram C.; Rooney, Andre

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Email Address

This notice was delivered electronically from an unattended account.

PLEASE DO NOT REPLY TO THIS MESSAGE. If you have any questions relating to this notification, please email your question along with your name and library card number to

<<mailto:circcontrol@metrolibrary.org>>circcontrol@metrolibrary.org.

Printing tip: This notification contains headings with reverse printing. Set your browser to print background colors and images so that the headings will be visible. For Internet Explorer choose Internet Options from the Tools menu. Click on the Advanced tab; under Printing check the Print background colors and images box.

***** END REDIRECTED MESSAGE *****

Date: 1/13/2010 11:19 AM
From: Belle Isle Library
To: Technical Suggestions <techsuggestions@metrolibrary.org>
Subject: Customer suggestion

Hello Tech Suggestion group,

A customer asked if we would consider changing the Automatic log-off time at closing from 15 minutes to 5 minutes for those using internet computers. Also, periodically, we get requests for a designated computer for quick email checks (possibly one that logs someone off after 15 minutes).

Thanks,
Darcus

Date: 1/14/2010 9:42 AM
From: Pauline Rodriguez
To: Technical Suggestions <techsuggestions@metrolibrary.org>
Subject: System reserves and pull lists

This was reported by a page at VI.

On the morning of Wed. 1/13, VI staff printed their system reserve pull list, pulled the items, and returned them. One was an ILL item. The customer arrived that afternoon to pick up the item. She was upset that it had already been sent back, since the notice that she had received stated that the material would be held "through closing" on 1/13.

Since ILL notices are the same as other reserve notices, this must happen with regular system reserves as well.

Pauline