

Tech Support Minutes

Tuesday, October 25, 2011

9:15 am

Downtown Library, Lee B. Brawner Conference Room

Attendance: Kay Bauman, Janet Brooks, Denyveta Davis, Kellie Delaney, Anne Fischer, Jack Kinzie, Josh Lewis, Karen Marriott, Donna Morris, Kim Terry, Jimmy Welch

Update on Action Items:

1. The Online Librarian forums will be covered with the new Intranet.
2. Kim presented her findings to Tech Support regarding the categories in MLS Events, Room Manager, and Info Magazine (appendix a). She compared room manager to the Info Calendar to see how many programmers used common age ranges in their entries. She also compared what other libraries were doing on their websites. Most libraries have 4 or 5 set categories then in the description, they put more specific age information. Kim recommends multi-selection of categories and a description that shares more information about the appropriate age range. Tech Support agreed that this seems like the best option for optimal calendar searching. Tech Support believes a planning committee needs to be formed to really address these changes to our events. Kim, Kellie, Jimmy, will be the ad hoc committee to create a prototype then they will share their plan with the programmers and managers for review.
3. Jimmy added a notification to V-Circ on August 16th letting staff know a book is on reserve for someone else. However, unlike the Express Checkout, it does allow staff to override the message after confirming that it is okay for the customer to be picking up another person's reserve.
4. The action item to splice in information about scanning the correct barcode into the self-checkout looped video will not be added. It is better if a customer reads the instructions or asks an employee for help instead of making the video longer, because the video leaves the screen once the computer is in use. The goal of the video is to bring attention to the service and get a customer to press start, not to necessarily be a how-to video. The goal of self-checkout is not to discourage staff interaction. The more employees are available to help with customers at the self checkout the better. That way employees can notice bugs and report them to IT or can help more customers learn the technology so they will be able to use it on their own in the future.
5. A link to library location was added to the reserves page on CyberMARS on August 18, 2011.
6. The need for offering temporary cards in place of school cards during the summer will be discussed at the Circ Forum Meeting on November 2, 2011.

Changes to the Internet / Intranet:

Kellie shared the new Intranet – MyMetroLibrary with Tech Support. She asked for questions/comments to be e-mailed to her and invited Tech Support members to receive an early log-in to the system so they can give further feedback.

ILS Issues:

1. A library manager asked if the reserve screen in the staff catalog could remember the library that is adding the reserves in the locations list like CyberMARS does so reserves are not accidentally sent to the wrong location.

CyberMARS remembers the location based off of the customer's preferences. But the staff catalog does not remember from time to time. Jimmy will set the staff catalog to set the location based on the computer being used.

2. A librarian asked if .ogg files could be added to the supported files on customer computers.

IT will work on adding the .ogg extension, but it will be a project for the techs to implement so it will be based on their time schedule.

3. A circ clerk asked if more information could be added to the customer sign-up computer.

The intent of the information on the sign-up computers is to get people to sign up. Once they have signed up they get their receipt which has further information on it. If all this information is added to the computer screen lines will back up because of people trying to read all of the information before they sign up.

4. A circ clerk asked if there was any follow up to the suggestion of a library card key ring.

They were too expensive for the 2011 budget request so more money has been added for next year's order.

5. A circ clerk asked about wandling shelves that have interfiled location codes.

When interfiling different location coded such as the JFiction area, notify IT so they can update the software so the wandling will be accurate.

6. A librarian asked if purchasing eMedia subscriptions to newspapers and magazines for customers and individual locations could be considered. This could allow eReaders to be available for browsing in the library (attached to tables).

This is a great consideration for the future but not something we are ready to implement at this time.

7. A circ clerk asked if the wording in the customer's account for reserves could be changed so the shipped/pickup by isn't so confusing. She asked that "pickup by" be removed or replaced by a shipped date instead

Tech Support agrees that this language could be misunderstood and the words "pickup by" will be removed.

8. A page had a suggestion of adding the information of which locations have which books to the listing of books in cyberMARS, not just on that books' specific entry in the catalog. He also had a second suggestion of a Location column that shows where in the library (Dewey number) there would be more books on a specific topic.

- 1) *This has been a topic of questions since 1985 and while it is a great idea, the logistics of it are much more involved. We have too many library locations for it to work with our system. The response time for the system we use to be able to aggregate this information would be really lengthy. Not only would the query have to search through all of the locations for each of the books that match the query, but it would also have to search through all of the reserves and wait lists.*
2) *For the second part of the suggestion, There are currently books supplied at each library with subjects and the corresponding Dewey area. This will soon be available as an iPad app called iBrowse for the roving librarians to use.*
9. There was another customer request to not receive USPS notices.

Tech Support has received this request in the past and the answer has remained the same. "Tech Support believes that follow-up with paper notices when the e-mail is not confirmed in a timely manner remains the best solution to ensure that we make every effort to notify the customer that they have a reserve ready."
10. A librarian submitted an error that she was getting in the MLS Events Program.

Any time there is an error with any program, IT should be called so it can be immediately fixed.
11. There was a suggestion to create a section to Who's Who that would list appropriate numbers to call for help from certain departments.

Kellie will work on a "Help Desk" area on the new Intranet for staff to have a one stop place to find important/emergency contact information in the system. Also Jimmy will change the wording for the IT help line on Who's Who.

Action Items:

1. Kim, Kellie, and Jimmy will form the MLS Events ad-hoc committee to create a prototype for categorizing events on the online event calendar.
2. The need for offering temporary cards in place of school cards during the summer will be discussed at the Circ Forum Meeting on November 2.
3. Jimmy will have the staff catalog set the location for reserves based on the computer being used.
4. IT will work on added the .ogg extension to customer computers.
5. Jimmy will remove the "pickup by" wording from the customer account area of CyberMARS.
6. Kellie will work on a "Help Desk" area for the new Intranet and Jimmy will change the wording for the IT help line on Who's Who.

The next Tech Support meeting is scheduled
for:
Tuesday, January 24, 2011
9:15 am
Downtown Library
Lee B. Brawner Executive Conference Room

Appendix A

Library	Date Event Name	Age Group	Calendar Age Group
CT	11/1/2011 lapsit	Children	6 mos to 3 years
CH	11/1/2011 Tell Me a Story- Pre-school Pros	Children	Ages 1-6
ED	11/1/2011 Lapsit: Playtime, Story Time, Toddlerobics	Children	Birth-2 years
MC	11/1/2011 Crocheting & Knitting	Seniors	All Ages
VI	11/1/2011 1-2-3 Play with Me	Children	Infants to Age 4 with Parent or Guardian
CT	11/1/2011 Storytime	Children	Ages 3-5
ED	11/1/2011 Lapsit: Playtime, Story Time, Toddlerobics	Children	Birth-2 years
ED	11/1/2011 Lapsit: Playtime, Story Time, Toddlerobics	Children	Birth-2 years
MC	11/1/2011 National Novel Writing Month	Adults	Not in calendar
CH	11/1/2011 IEP Tutoring	Children	Not in calendar
BI	11/1/2011 Harry Potter All Hallow's Eve Party	Everyone	All Ages
BI	11/1/2011 Gaming Club	Teens	Teens
CH	11/1/2011 Teen Crafts in the Afternoon	Teens	Ages 11-17
CT	11/1/2011 Author Visit: Beth Wilson	Adults	Adults
DN	11/1/2011 computer classes	Adults	Adults
ED	11/1/2011 Chess Club for Teens	Teens	Teens
MC	11/1/2011 Spanish with Senorita Emmy	Adults	Not in calendar
ED	11/1/2011 Children Reading to Dogs	Children	Children who read
MC	11/1/2011 Teen Advisory	Teens	Not in calendar
ED	11/2/2011 55+ Coffee Break	Seniors	Seniors
MC	11/2/2011 Music for Babies and Toddlers	Children	Newborn to 36 months with Parent or Caregiver
MC	11/2/2011 National Novel Writing Month	Adults	Not in calendar
RE	11/2/2011 GED Classes	Adults	Not in calendar
CH	11/2/2011 GED Classes	Adults	16 and up
CT	11/2/2011 Lil' Lit' Club	Children	All Ages
CH	11/2/2011 Sacred Heart Kindergarten Visit	Children	Not in calendar
BE	11/2/2011 Yu-Gi-Oh! Club	Teens	Teens (Ages 12 +)
RE	11/2/2011 Trip Around the World	Children	Grades 3-6
WA	11/2/2011 ESL	Adults	Adults
DN	11/2/2011 Downtown at the Movies	Everyone	All Ages
MC	11/2/2011 Spanish with Senorita Emmy	Adults	Not in calendar
VI	11/2/2011 Children Reading to Dogs	Children	Children who read
BE	11/3/2011 Pre-school Story Time	Children	Ages 3-6
CH	11/3/2011 Total Wellness/Salud Total	Adults	All Ages
VI	11/3/2011 Music with Susan	Children	Ages 2-6
CT	11/3/2011 Preschool Aerobics	Children	Age 3- older
DC	11/3/2011 Storytime	Children	Preschool

Appendix A

DN	11/3/2011 Noon Tunes	Everyone	All Ages
MC	11/3/2011 National Novel Writing Month	Adults	Not in calendar
CH	11/3/2011 Developmental Screenings	Children	Ages 5 and under with caregiver
CH	11/3/2011 IEP Tutoring	Children	Not in calendar
VI	11/3/2011 Children Reading to Dogs	Children	Children who read
BI	11/3/2011 Intro to Robotics	Teens	Ages 10-16
CH	11/3/2011 Chess Club	Children	Kids/Teens
MC	11/3/2011 Mad Scientist Lab	Children	Ages 6-12
RE	11/3/2011 Total Wellness / Okla. Health Dept.	Adults	Not in calendar
DC	11/3/2011 Diabetes 101	Adults	Adults
DN	11/3/2011 Let's Talk About It	Everyone	All Ages
MC	11/3/2011 Adult Movie Night	Adults	Adults
CH	11/3/2011 Family Place 1,2,3 Play with Me	Children	Infant to age 4 with parent or guardian
SO	11/4/2011 Friday Films, Family & Fun	Everyone	All Ages
DN	11/4/2011 Play with me	Children	Infant to age 4 w/parents
DC	11/4/2011 1,2,3 play w/Me	Children	Infant to age 4 with parent or guardian
DN	11/4/2011 Positive Tomorrows Pre-K Kindergarten, 1st and 2nd	Children	Not in calendar
MC	11/4/2011 National Novel Writing Month	Adults	Not in calendar
DN	11/4/2011 Positive Tomorrows 3rd, 4th and 5th grade	Children	Not in calendar
DC	11/4/2011 Game On!	Teens	Teens
VI	11/4/2011 Chess Club	Everyone	All Ages
MC	11/4/2011 Bey Blade Metal Fusion	Children	Kids and Teens
CH	11/5/2011 Your Life in History: Memoir Writing	Adults	Adults
DN	11/5/2011 1-2-3 Play with Me!	Children	Infants to Age 4 with Parent or Guardian
ED	11/5/2011 Stamp Club	Children	Grades 4 and up
SO	11/5/2011 Children Reading to Dogs	Children	Kids who can read
VI	11/5/2011 Apple Pie Time	Children	Ages 5 - 12
VI	11/5/2011 Literacy Referral Center	Everyone	All Ages
MC	11/5/2011 Foreign Film Program	Everyone	Not in calendar
BE	11/5/2011 Homemade Toys Workshop	Children	6 -11 with adult
BI	11/5/2011 Sam the Cellist	Everyone	All Ages
DN	11/5/2011 esl	Everyone	Adults
ED	11/5/2011 Intro to Robotics	Teens	Ages 10-16
MC	11/5/2011 Mad Scientist Lab	Children	Ages 6-12
DN	11/6/2011 Masters of Hawaiian Slack Key Guitar and Hula	Everyone	All Ages
DN	11/6/2011 Masters of Hawaiian Slack Key Guitar and Hula	Everyone	All Ages
DN	11/6/2011 Write On!	Everyone	Not in calendar

November 1 - 5

Row Labels	Count of Calendar Age Group
16 and up	1
6 -11 with adult	1
6 mos to 3 years	1
Adults	7
Age 3- older	1
Ages 10-16	2
Ages 11-17	1
Ages 1-6	1
Ages 2-6	1
Ages 3-5	1
Ages 3-6	1
Ages 5 - 12	1
Ages 5 and under with caregiver	1
Ages 6-12	2
All Ages	13
Birth-2 years	3
Children who read	3
Grades 3-6	1
Grades 4 and up	1
Infant to age 4 w/parents	1
Infant to age 4 with parent or guardian	2
Infants to Age 4 with Parent or Guardian	2
Kids and Teens	1
Kids who can read	1
Kids/Teens	1
Newborn to 36 months with Parent or Caregiver	1
Not in calendar	16
Preschool	1
Seniors	1
Teens	3
Teens (Ages 12 +)	1
Grand Total	74

All Ages
Adults
Children
Teen
Seniors

King County:

Children & Families
Teens
Adults

Additional info in the Description. "Newborn to age 3 with adult".

Children (Ages 0-5)
Children (Ages 6-12)
Teens (Ages 13-18)
Adults
Seniors
Families

Basic Computer Workshops

WEDNESDAY, OCTOBER 26, 2011, 10 A.M. – 12 P.M.

Where 65 Warren Street
Roxbury

Location [Dudley Literacy Center](#)

Neighborhood Roxbury

Type of Event Workshops & Classes

Cost Free

Audience [Teens \(Ages 13-18\), College Students, Adults, Seniors, Families, Visitors](#)

Workshops for those who have never used a computer or have little experience. A series of four classes begin at the start of each month. Please register by phone or in person.



[Add to My Calendar](#)

[Forward to Friends](#)

Other Event Actions...

[Back to Calendar](#)

[Print](#) [Permalink](#)

Events calendar powered by Trumba

Reading Readiness Story Time

TUESDAY, OCTOBER 25, 2011, 10:30 – 11:30 A.M.

Where Connolly Branch
of the Boston Public Library
433 Centre Street
Jamaica Plain, MA 02130

Location [Connolly](#)

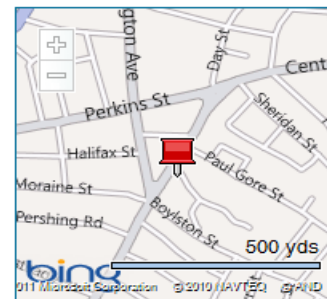
Neighborhood Jamaica Plain

Type of Event Story Time

Cost Free

Audience [Children \(Ages 0-5\)](#)

Link www.bpl.org



[View Full Map](#)

[For children 2 - 4 with adult.](#) In this weekly story time, we will explore concepts needed before a child learns to read. We will share stories, songs and movement and play with educational games. Registration required.



[Add to My Calendar](#)

[Forward to Friends](#)

Other Event Actions...