

Tech Advisory Council  
Mar 24, 2003  
Agenda

- o Firewall
- o Broadcast urgent message to members related to UHLAN service
- o PcReliance policy
- o Horizon 7.23 upgrade (yes/no)
- o intranet username/password
- o Horizon problem logging: paper vs electronic
  
- o Other business
- o Symantec AntiVirus group purchase
- o local workstation backup

### Meeting Notes

Attendees: Joe Makowiec, Laurie Louis, Lorraine Smi, Maureen Brown, Michelle Guiffre, Richard Naylor, Pat Sahr, Peter Kowalski, Jonathan Koppel, Karen Nuckolls, Barbara Kubli, John Love, Marcia Middleton, Tom Barnes, Rawdon Cheng

#### Firewall

R Cheng announced that the test on Firewall did not go well. The firewall could not pass any traffic to outside the network. He will contact Dynix for help.

#### Broadcast urgent message to users

When UHLS broadcasts time sensitive information to users, it will use Windows messaging to broadcast urgent messages to users. Email is not a viable solution because of various reasons: users may not have email account with UHLS; users may not have email client open or check email frequent enough to get the message. Windows messaging is used because it can broadcast messages to known workstations. Windows messaging service is installed by default in W2K or WinXP. The down side is libraries which have firewall installed will block the messages from going thru. AIM Corp Edition permits specific hosts to send instant messages to its clients but the sender must have AIM installed. It was suggested that fax could be used for those RR libraries.

#### PcReliance

When libraries use PcReliance, they should notify UHLS so the data can be processed promptly. Currently, email is used to let UHLS staff know but if the email is sent too late, for example, after 5pm, UHLS staff may not know the library was on PcReliance. It will be worse if it happens during the weekend. At that time, it may be too late to process the data.

Using Email has a limitation. Circ staff may not have email client setup to send email. It was suggested that web form can be used but some council members think it is inconvenience for the circ staff. Ideally, the upload program will also be able to send an email to UHLS. UHLS staff will look into this option. In the meantime, **library staff should email UHLS if they are on PcReliance from Monday to Thursday and**

**call the after hour support from Friday to Sunday to notify UHLS staff they have uploaded PcReliance data.**

PcReliance was designed to use when a library loses connection to UHLS. Since Horizon has not been stable, many libraries use it when the response time is too slow. **Member may use PcReliance anytime whenever they think it is appropriate but they must notify UHLS when they use it.**

Some members are concerned PcReliance reliability. It does not check validity of the barcodes. It also has problems with holds. **It is strongly suggested staff not to use PcReliance to CKI items.** Also they should check offline exception reports (in Table Editor – reliance exception table) for any errors after the data is processed.

#### **Horizon 7.23 upgrade**

R. Cheng reported that there were a number of negative comments about 7.23 appearing on Dynix' listserv. The council suggested UHLS to wait and seek opinions from other Dynix customers who are on 7.23. Dynix listserv may not always have objective opinions. It is an open list which any subscribers can pose any comments they like.

#### **Group Purchase of Symantec NAV**

Group purchase of NAV software will save members some money. The price comes in two parts: license and medium. Buyers can buy license without medium or buy only one medium for multiple licenses.

The difficulty of implementing it is members have different time to buy software. R Cheng suggested to arbitrary set a date for future purchase but it will lead to some members having expired licenses. It was suggested to seek possibility to buy pro-rated annual license. M Middleton will contact vendors if it is possible.

#### **Backup of local workstations**

Members use a number of methods to backup local workstations: CD, zip, server, tape units. Tape unit is the hardest to use. CD is the least expensive way to accomplish the task especially now the hardware and the medium are inexpensive.

#### **Other business**

R Cheng announced if libraries [T1 or 56k] want to access the router, contact UHLS and they will be given router password. It does not apply to libraries on RR/DSL.

M Middleton asked the status of Zoomtext. UHLS will look into this.

**Next Meeting: April 23 9:15 at APL**

Notes: R Cheng