

**UHLS Technical Advisory Council Meeting**  
2/9/05 at Bethlehem Public Library

Present: Michael Sweeney (GUIL); Rawden Cheng (UHLS); Marcia Middleton (APLM); Lorraine Smi (VOOR); Rob Carle (UHLS); Jon Koppel (UHLS); Mike Whitney (EGRN); Carol Reppard (TROY); Laurie Louis (APLM); John Love (BETH); Michele Giuffre (BETH) – notes; Maureen Brown (BETH) – notes and minutes

**IMAP** – the only BETH staff member using IMAP has experienced difficulty with messages getting hung up in the outbox. Jonathan has IMAP and will do some troubleshooting to attempt to isolate/replicate the problem.

**PC Reservation Demo** – BETH has recently started using PC Reservation (resold by DYNIX) to manage public Internet use. Both the public and the library staff have adjusted well and report satisfaction with the program. Technical support from both DYNIX and Envisionware has been good, and problems have been minimal. Michele gave a tour of the product and its components. As requested, pricing and initial product research notes are attached. Feel free to contact Maureen or Michele with further questions.

FYI: This month's *Computers in Libraries* (p.37) actually has an article on PC Management, and notes that PC Reservation does offer per-building pricing.

**Library Tour** – not all attendees had seen our newly renovated facility, so John gave them a tour, highlighting our computer network.

**Staff PC Management** – A discussion revealed that more problems with spyware, adware, etc. occur on staff computers than do on public. Most library employees are assigned power-user status and are presented with a standardized desktop. Libraries have different policies about what staff may load on their PC's. Several libraries prohibit staff from loading anything without first obtaining permission from the technical staff. At this time, no library has a written policy addressing staff and PC use, but APLM is in the process of developing one. Those libraries with stronger guidelines/policies rely on the appropriate staff supervisors to address "repeat offenders."

**Virtual PC Demo** – John gave a demonstration of this newly acquired – and appreciated – software product. It allows a variety of desktop environments to be simultaneously loaded onto one PC, providing the user with the opportunity to mix and match operating systems with soft- and hardware products, design features, etc.; all without compromising the PC's original setup.

**Audio MP3 e-books** – APL will soon be offering this for circulation. They are working with [www.netlibrary.com](http://www.netlibrary.com). Another source for this format is [www.audible.com](http://www.audible.com).

**Spam** – continues to be a problem. Staff is reminded to refer to UHLS Intranet's Help Desk/Manuals for instructions on filtering in Outlook. Jonathan has tweaked IMail to include a spam folder. Emails automatically directed to this folder will not download. Staff should be made aware of this added feature in order to determine the filtering efficacy.

SFP (Sender Policy Framework) an extension of SMTP (Simple Mail Protocol), aides in authenticating email senders within a domain. UHLS does not utilize this.

There are email programs available that use Bayesian filter, a more sophisticated method of spam detection that is able to exponentially improve filtering as new spam messages are isolated. Mozilla's Thunderbird, an example of such a program, is being successfully used by several BETH staff.

Products discussed:

Bightmail – Symantec antispam

Spambiz – iCat360 antispam

Pure Message – Linux compatible email management

**Jabber** – an open-source instant-messaging platform that uses open, XML-based protocols is being considered as a possible solution to broadcasting messages throughout the system. A newer free version which fixes some bugs will be released on Feb 11. The Advisory Council will continue to test this product see if fits our needs.

**Next Meeting** – Wednesday, March 9, 2005 at 9:30 am, at EGRN

Agenda to date:

Jabber

firewalls

tour of facility

edited by Rawdon Cheng