

**AUTOMATED SERVICES COMMITTEE
MINUTES**

July 9, 2003

**NOTE: Special Joint meeting with ASC
and
the Directors Association.**

PRESENT (voting): Jeffrey Cannell (APLM); Nancy Pieri (BETH); Carol Trager (BRUN); Darlene Miller (CAST); Deborah Canzano (COHS); Richard Naylor (COLN); Patricia Nonamaker (EGRN); Barbara Nichols Randall (GUIL); Carol Gaillard (HOOF); Lenny Zapala (MEND); Pat Sahr (NASS); Margie Morris (POES); Judy Felsten (RCSC); Jane Minotti (SNLK); Barbara Kubli (STEP); Carol Reppard (TROY); Philip Ritter (UHLS); Gail Sacco (VOOR)

(Non-voting): Tim Burke, Rob Carle, Rawdon Cheng, Geoffrey Kirkpatrick, Jonathan Koppel, Peter Kowalski, Marcia Middleton,

DYNIX VISITOR: Julian Critchfield

9:00 a.m. – Meeting called to order

P. Ritter introduced Julian Critchfield, the Chief Operating Officer at Dynix.

J. Critchfield is here in response to the problems being experienced with Horizon: lockup and/freezing on the Staff Pak; slow response on the Staff Pak and iPac; incorrect system configuration and not enough training to allow all of the desired in-house configurations. He reviewed the background that led to Dynix performing the network system analysis and some of the findings during the analysis:

- UHLS site was running on a too-small cable bandwidth, equal to only 4 dial-up lines
- the network infrastructure should be moved to the fractional T1 line
- Dynix staff is working with R. Cheng on installing and configuring the firewall which should be turned on very soon.
- there were problems with some of the routers at the member libraries disconnecting after fifteen minutes. Dynix is recommending replacing the routers for those sites.
- the most important recommendation from Dynix was to stabilize the network before making any other changes or installing any upgrades.

P. Nonamaker asked if UHLS should move to a full T1 line, would that increase the response time? J. Critchfield responded that adding a full T1 plus the fractional T1 was another one of their recommendations. In addition, they were recommending the use of some Citrix software to help resolve the slowness problems for libraries on 56K lines.

R. Naylor noted he would feel better if UHLS "overbuilt" by using a T1 lines with spare bandwidth.

M. Middleton noted that it would optimal to have a T1 but the current fractional T is sufficient. It is more important to get the small libraries, that are slowing down the system, up to speed.

J. Critchfield suggested that UHLS install the T1 line but not turn it on at this time - just have it available and tested for use. The Horizon traffic should run on the fractional T1 and the internet traffic should run on RoadRunner. He also noted that slower sites just slow up a single process, not the whole system in general.

R. Naylor asked how we could get information on the Citrix products?

J. Critchfield responded that they can come from Dynix. The initial cost is dependent on the number of licenses purchased. The Citrix products only affect the speed on the Horizon Staff Pak, not the iPac.

J. Critchfield will give R. Cheng a url at Dynix where he can go and look at the Citrix response times.

For libraries with questions about specific bandwidths, J. Critchfield suggested that they email him and he will forward the emails to Kim Mayberry who will then contact the libraries directly.

G. Sacco is working on a computer grant and asked if Dynix can give her specific information regarding computer needs? J. Critchfield said yes, just email him.

J. Critchfield noted that UHLS put Horizon on the fractional T1 at their recommendation and Dynix "tuned" the system to try and fix some of the slowdown time. He asked what was the response? How was the system functioning now? Majority responded that it was functioning better.

M. Middleton asked for a written explanation of the changes made in the system. J. Critchfield will ask Kim Mayberry for a written report.

R. Naylor noted that the request functions are still slow. Why is that? J. Critchfield responded that there are too many parameters in the system. When a system is very complex and allows a lot of functions, it is better to keep the parameters simple because the system must work through so many parameters for each function.

Discussion regarding cluster holds which is the ability to set a group of libraries that can respond to specific requests. 7.3 has many changes in handling requests. P. Nonamaker asked if one library can be a cluster? Yes. M. Middleton noted that clustering can even be set up by the courier route which would allow for faster delivery time on the items.

P. Nonamaker asked if patron email notification was available in 7.3? Yes.

L. Zapala noted that at MEND, they don't have the same trouble to the extent that all of the other libraries seem to have it. He suggested that Dynix should examine his library more closely in order to see why everything is working so well.

J. Critchfield reviewed the Dynix recommendations:

- install a new T1 line at UHLS
- implement the new network topology (i.e. Citrix equipment at the member libraries)
- Upgrade both the primary and secondary routers at UHLS
- install 7.3 and Information Portal 2.1

MOTION: P. Nonamaker moved to install a new T1 line at UHLS. N. Pieri second. Unanimous.

MOTION: G. Sacco moved to install 7.3 and Information Portal 2.1 at UHLS. P. Nonamaker second. Unanimous.

M. Middleton expressed concern about installing 7.3 and 2.1. Are there any other sites using these yet? J. Critchfield will supply UHLS with a list. He suggested that if there were concerns, UHLS could purchase the upgrades and set them up in a test environment and check their stability. He suggested that the ASC agree in principle to install these upgrades but leave it to the discretion of the UHLS staff as to when they can be turned on. When the upgrade is in place, there will be 20-25 hours of work necessary (by P. Kowalski) to re-enter the customization that he has already done on the current system.

P. Ritter noted that if the slowness of one site does not impact the entire automation system, just one process, then that changes the dynamic and puts more emphasis on the local library handling their individual situations.

MOTION: R. Naylor moved to accept the Dynix report and encourage the member libraries to implement the recommended changes as soon as possible. J. Cannell second. Unanimous.

J. Critchfield will get the quotes for the Citrix servers and client licenses to UHLS as soon as possible.

P. Nonamaker suggested that the ASC should also get information from the smaller libraries regarding the possibility that they could change to DSL lines or any other service in the near future.

D. Canzano asked for an "Idiot's Guide" to the Dynix report. J. Critchfield can set up conference calls between R. Cheng, Kim Mayberry and any library with problems.

Discussion about communicating the difficulties with the system. P. Ritter described the weekly conference calls between the UHLS Automation/Technology Department and Dynix.

M. Middleton asked about the telecirc function. How does it work in relation to the notice system? Is the telecirc function able to be configured to meet their needs? She wants a clear understanding of how the telecirc function and the notices by mail interact. J. Critchfield explained that J. Koppel would be working with Dynix on this part of the system.

M. Middleton asked for a report showing the following: APL items available at APL; APL items at other locations; and items from other libraries at APL. R. Cheng responded that he has tried to contact Eric Graham to ask for this type of report but has not received any response. J. Critchfield said he will contact Eric Graham.

M. Middleton noted that they are still experiencing a problem with blocks that they think have been deleted but are actually only deleted at the end of the day. The system isn't working in real time and this confuses both staff and patrons.

C. Trager noted that in the circulation module, you have to double click on an item in order to find its pick-up location. Not everyone is aware that the double-click is required. In addition, there is a problem with

an item listed as "in transit" - it is not easy to tell immediately where it is. In Z39.50, sorting only works on the first screen, not the second.

M. Middleton acknowledged that Dynix has been working on the problems with the system.

J. Critchfield responded that his goal is to make UHLS a reference site.

10:15 meeting adjourned.

NEXT ASC meeting: August 26th at 9:00 AM at UHLS.

Heidi A. Fuge
7/14/03

Technology Dept Report
July 11, 2003

Horizon

Browse Scoping was enabled on June 26. Since then we have no report of slowing down. Also since we have moved Horizon traffic to the Fractional-T line, we have no occurrence on block process.

New cable/DSL router

We have delivered the replacement routers to member libraries. They were pre-configured for each library. Libraries using the new router will not have timeout problem.

Emergency broadcast message

Few months ago, I have asked libraries who is on T1/56k to submit a list of workstations which will receive emergency messages from UHLS. As of this time, there are still a few libraries not yet submit their workstation list to me. I will contact them individually. Ideally, RR/DSL libraries should be included on the list but since all of those libraries have a firewall in place, I am working on a solution to bypass the firewall protection to send the message thru.

Webserver

On July 3rd, we applied Windows security update on the 3rd in respond to the threat of July 4th 'hacker contest'. During the upgrade, we have noticed a previous hacker had left a virus to open a backdoor on the server. We attempted to clean up the virus but the server could not restart after that. To maintain the service, we restore the server from backup tape. The Technology Service dept staff will discuss methods to eradicate this virus.

Ipac 2.1

Ipac 2.1 will be at the end of July. Dynix will install this new release on our ipac server for testing. Horizon 7.3 requires this new version of ipac.

Telecirc

Jonathan has sent out an information packet to members who are interested in using Telecirc. A listserv has been setup to promote information sharing. To subscribe, send an email to Imailsrv@uhls.lib.ny.us, and leave the subject line blank. In the body of the message, type subscribe telecirc <your full name>

Firewall

The firewall has been in place for nearly two weeks. As suggested by Dynix, we did not enable any security policy initially. In this two weeks, we see no problem of its integration with the rest of the network. I have proposed Dynix to turn it on shortly, probably as early as next Monday, July 14. If Dynix agrees on that day, we will alert our members.

Patron registration report

Dynix has inserted a field to show the registering library for each patron records. We are working on patron registration report to show number of borrowers registered by each library each month. ASC should decide on what breakdown of this statistics.