

**AUTOMATED SERVICES COMMITTEE
MINUTES**

August 25, 2003

PRESENT (voting): Tim Burke (APLM); Geoffrey Kirkpatrick (BETH); Joe Makowiec (BRUN); Richard Naylor (COLN); Patricia Nonamaker (EGRN); Lisa Pitkin (GUIL); Judy Felsten (RCSC); Barbara Kubli (STEP); Paul Hicok (TROY); Philip Ritter (UHLS)

(Non-voting): Rob Carle, Jonathan Koppel, Peter Kowalski, Marcia Middleton, Carol Reppard

9:00 a.m. – Meeting called to order

I. MINUTES

Minutes of the June 24, 2003 and July 11, 2003 meetings accepted as presented.

II. TECHNOLOGY SERVICES REPORT

R. Cheng's report was sent out in advance of the meeting. P. Ritter asked if there were any questions or comments.

R. Naylor asked when the new T1 line would be functional? September 23rd as noted in R. Cheng's report.

P. Ritter noted that there has been a continuing problem with Internet traffic on RoadRunner. He noted that RoadRunner was an experiment and has not proved acceptable that is why a contract is being established with AT&T for the full T1 line.

J. Koppel noted that the Internet problems experienced on August 24th were due to a worm or virus in the internet connection. This virus created an extensive amount of internet traffic and caused collisions or a backlog of data, on the server that it just couldn't handle and so everything slowed down, including email. The computers in several libraries were also infected with this virus.

M. Middleton reported that at APLM, the recent worm/virus left files in the PCs that weren't detected by the latest version of Norton Anti-virus. At APLM, they had to go to each individual PC and remove the virus files and apply a new patch.

C. Reppard asked about the equipment requirements for the 7.3 upgrade? J. Koppel noted that if a library doesn't meet the minimum

requirements, it may take longer to login but once in, the speed should be okay. Many of the functions previously performed at the server level, will be performed at the PC level in 7.3. This should free the UHLS server. J. Makowiec noted that if a library is really concerned about the speed, they can increase their RAM. P. Ritter noted that it will be the responsibility of the member libraries as to how they handle the equipment. The 7.3 upgrade is in use in several Dynix sites and there has been some discussion regarding it on the listserv as well as some complaints about the equipment needed.

J. Koppel is still testing the Telecirc module - there are still problems. It appears that the Hold Reports are not interacting correctly with the custom program. The telephone message will also have to be re-recorded.

III. DYNIX ISSUES LIST

P. Ritter noted that there are weekly or bi-weekly telephone conference calls with Dynix and the Issues list is used to track resolved, open, and unresolved problems. He emails the weekly issues list to the Directors. Consensus that it should also be emailed to the ASC list.

P. Ritter noted that the Z39.50 problems have been discussed extensively with Dynix and they have informed us that the problems are not going to be taken care of now, but will be corrected in the 7.3 upgrade.

The iPAC 2.1 upgrade will take place at the beginning of September and the 7.3 upgrade will take place at the end of the month.

IV. SECURITY ISSUES

M. Middleton reported that an informal committee composed of R. Carle, M. Middleton, G. Kirkpatrick, L. Pitkin, M. Sweeney, C. Trager and S. Vogel have been looking into the security setup in Horizon. The committee was not happy with all of the holes in the security and so stripped and rebuilt it in the training database. There is a need for better definitions of the various levels of user account access. For example, some circulation accounts also give access to the Item Group Editor (IGE) and this is not necessary. Only professional catalogers and other designated staff should be given this high level of access, otherwise it is possible that mistakes here could affect everyone's database.

MOTION: T. Burke moved that the ASC appoint a Security Subcommittee composed of the current members of the informal committee. J. Felsten second. Motion approved.

M. Middleton explained that the Subcommittee will create templates for the different levels of access to Horizon. Libraries will then be able to select which templates they want to combine and use for different positions and responsibilities.

V. MANAGER OF AUTOMATION SERVICES

P. Ritter reported that at this time, he has received 14 applications for the position. None of the applications have all of the requirements, although one or two are close. The search will continue until the desired resume/application is received.

The Selection Committee will meet on September 16th to review applications and discuss possible interview schedules.

The job announcement has been posted in Library Hotline, on the Library Journal website and on the American Libraries website as well as any websites that are free.

VI. OTHER BUSINESS

P. Ritter reported that the Database Advisory Council has been re-activated. Minutes from the meetings are being posted on the Intranet. The next meeting will be held on 9/18/03 and he expects that the Council will have some recommendations for the ASC meeting on 9/23/03.

P. Nonamaker noted that in the Reports, the Opac renewals are all being credited to UHLS rather than the individual libraries. In order to get the correct statistics, libraries should use the Owning Library report. P. Ritter asked R. Carle and P. Kowalski to make sure that R. Cheng is aware of this.

10:10 AM meeting adjourned.

NEXT MEETING: Tuesday, September 23rd at 9:00 AM.

Heidi A. Fuge
8/25/03

Technology Dept Report Aug 26, 2003

Horizon 7.3/ipac 2.1 upgrade

We have received Horizon 7.3 and HIP 2.1(IPAC) CDs and documentation from Dynix. Horizon 7.3 is a major upgrade and it has a new set of hardware requirements. See the end of this report for details. The architect of Horizon 7.3 is quite different from its previous versions. Many of the current processes run from the server are passed to the clients. In other words, the server will be free to do other tasks while the clients will do more work. There are a huge discussion at Dynix Horizon Listserv about this new requirement. We understand that many of our workstations do not come close to this spec. UHLS has asked Dynix what functions/modules need the extra processing power to do the tasks, hoping we can keep the number of hardware upgrade to minimal. Our account manager will get back to us the answer.

Peter will work with Alison of Dynix to set up another instance of HIP (Horizon Information Portal, aka IPAC) on the ipac server for testing. Tentative time is set for early September. Horizon 7.3 upgrade requires ipac2.1 so this will be the first phase of upgrade.

Horizon server slow response and crashes

Since the Sun Operating System rebuild, we had few instances that the server responses were very sluggish. Two incidents were related to loading clone and training databases. They were discovered relative quick and corrected. One incident was related to restarting Sybase. Dynix engineer forgot to put the second IP address for the server. This IP address allows RR/DSL libraries to connect to UHLS via its Fractional-T line. Without this second IP, those libraries will be connecting to UHLS via our RR link. Since each workstation have two paths (DSEdit objects) to connect to the database server, one thru our Fractional-T and the other one via our RR. Horizon client is intelligent enough to try the RR link if the Fractional-T fails. This is all done in the background. Now all RR/DSL libraries are using our Fractional-T to connect to Horizon server.

Users have reported slower server response when it is heavily used. We have no quantitative number to support it. A staff suggested to benchmark CKO/CKI process for each library. The suggestion was to create a script to do CKI and CKO. A library staff will clock it at a specific time to establish some guideline. We have asked Dynix to help us if it is feasible.

Telecirc

Telecirc is being tested. Some testers have received phone calls from Telecirc server for holds and overdue notification.

Webserver

We had upgraded our webserver to run on Windows 2000. At the same time, we are about to start testing RPA (remote patron access). It will replace Ezproxy.

Second T1

We have signed an agreement with AT&T to provide us a dedicated T1 for Internet access. The installation date is September 23. After the data line has passed the test, we will drop RR. Member libraries that are on T1 or 56k will have a new block of public IP address. This does not affect their internal IP being assigned to their workstations; though, it will impact the subscription to online databases.

Reports

We have mounted Borrower Registration Report on the Intranet. It is similar to the one we ran in DRA. It is broken down by county codes. Also, on the FTP server, we have a script to run Daily Circ. This report gives CKO numbers for the previous 4 days. It also gives CKO by hour statistics.

UHLS is negotiating with Dynix to write a report to do circ by circulating location (the 3-column report as approved by the ASC). My concern is the number of collection codes we have. At this time, we have 3107 unique collection codes. By taking out the 2-letter prefix, we have 227 unique collection codes. Some of them are unique to libraries and some of them are duplicates. For example, we have CDMM and CDMMS. for CD-Music, Misc; CDMN and CDMNA for CD-Music, New Age.

My concern is with such as huge number of collection codes, the report may consume a vast amount of system resource to run even running at nighttime. My recommendations are start cleaning those up and reduce the number of collection codes.

PcReliance statistics

A library had brought to my attention that it did not have any statistics for July 31 when they were on PcReliance. Since APLM had 3877 offline circ that day (it is approx. 3 times more circ than an average day), it indicate there was some error in processing those transactions. A theory suggests human error. When the data were processed, if the location was not changed to appropriate library, the circ would be given to the previous processed library. I have asked Dynix to help me to trace what happened during that night.

System Specifications for Horizon 7.3

Minimum Requirement:	Recommended Specifications:
Workstations Hardware:	
Pentium III	Pentium 4
864Hz CPU	1.7GHz CPU
256MB RAM	512MB RAM
1GB of free disk space	1 GB of free disk space
SVGA monitor	SVGA monitor
CD-ROM	CD-ROM
Network card	network card
Mouse	Mouse
Workstation Software:	
Windows 98, 2000 or XP	Windows 2000 or XP
Java runtime Environment	Java runtime Environment 1.4.2
IE 6.x /Netscape 7.x	Internet Explorer 6.x/Netscape 7.x
Server Requirement:	UHLS has:
Sun Server 450Mhz	Sun 2 x 900MHz CPU
1GB RAM	4GB RAM
Sybase 12.0	Sybase 12.0
Solaris	Solaris