

AUTOMATED SERVICES COMMITTEE

July 27, 2004

MINUTES

PRESENT

(Voting): Marcia Middleton (APLM), Nancy Pieri (BETH), Joe Makoweic (BRUN), Deb Canzano (COHS), Richard Naylor (COLN), Barbara Nichols Randall (GUIL), Jane Minotti (SNLK), Barbara Kubli (STEP), Paul Hicok (TROY), Joe Thornton (UHLS), Gail Sacco (VOOR)

(Non-voting): Geoff Kirkpatrick (BETH), Carol Reppard (TROY)

9:05 AM Meeting called to order by Philip Ritter, Chair

I. MINUTES

Minutes of the May 25, 2004 meeting accepted as presented.

B. Kubli asked about the printed bills mentioned in the Minutes. How are they mailed? STEP has never received any. She will discuss this with J. Thornton.

II. NOTIFICATION METHODS

J. Thornton reported that at the last ASC meeting, the group voted to allow patrons to select their own notification methods. Following that meeting, he received several emails, calls, etc. from people who had not been at the meeting and had concerns about the process. He suggested that patrons be allowed to select one notification method (email, automated telephone call or print) for both holds and overdues. All bills will continue to be printed.

Discussion regarding the notification options and the immediacy of the notices. J. Thornton explained that UHLS will add help files that will explain the timing of each of the methods, when a patron makes the notification selection in their profile. There was a question about those libraries who call their patrons for holds or overdues - how will they know if a patron has selected one of the other methods and so doesn't need to be called? J. Thornton noted that if a patron has **not** chosen email or automated phone, the library will receive a printed notice and it is up to the individual libraries whether they want to mail out those notices or call the patrons. UHLS has a custom programming request in to Dynix to change the text of the pop-up messages that display when a requested item is checked in. The message will indicate the notification method that the patron has chosen.

Discussion regarding the format of the screen on which patrons make their notification selections. M. Middleton wants the PIN# as well as the library card # to be required for authentication purposes.

J. Thornton noted that the default method of notification is set up by the Library. However, *libraries* may only select print or automated phone (telecirc). Email notification is not a default option because it requires the patrons' email addresses. If a *patron* selects email, then all notices are emailed (i.e. a patron cannot have holds emailed and overdues by telecirc). The email program required custom programming which was accomplished by the automation staff.

Question: how does a library know if patrons received an email notice? J. Thornton noted that, at this time, there isn't a Dynix program that verifies email receipt. He will see if there is some way to add a record of the notification (no matter what the method) to the patron record.

MOTION: G. Sacco moved to add the notification selection page to the patron profile page in the "My Account" section of the HIP. The selection page will include explanations regarding the timeliness of each notification method and will require the same authentication as other actions in the patron profile. In addition, pop-up messages will be added to the patron record so that libraries can easily see how the patron chose to be contacted. Telecirc will be listed as "automated phone call." R. Naylor seconded. Unanimous.

J. Thornton would like to send the "Reply to" emails that are responses to the hold and overdue notices, directly on to the circulation staff at the libraries. Currently, those emails come to him and are then forwarded on to the libraries. Several of the libraries would like to set up new email accounts specifically for these "Reply to" emails.

MOTION: B. Nichols Randall moved that J. Thornton is authorized to set up the new "Reply to" program. J. Makowiec seconded. Unanimous.

III. CUSTOM PROGRAMMING

P. Ritter would like to make a special request to Dynix to get to work on the KidsPac. J. Thornton noted that he asks Dynix about this at least once a month but it might require someone with more authority to get them to move on it.

B. Kubli noted that on the HIP catalog, there is still a notation "to request a specific copy, contact a librarian". This should be removed - it is no longer necessary. J. Thornton will ask P. Kowalski to remove it.

IV. NEW ROUTER

UHLS will purchase a new router. There will not be any noticeable effect on the member libraries when it is installed. It is an advantage to UHLS to consolidate the older routers and use them only for back up.

V. ACQUISITIONS and SERIALS

B. Nichols Randall noted that there is a new version of the PeachTree software that is compatible with the Dynix acquisitions module.

J. Thornton reported that UHLS is planning an upgrade to Horizon 7.3.2 and HIP 3.0. Discussion regarding the effect of the upgrade on the libraries. Consensus that it was easier to upgrade from a CD than it was to take the upgrade files off the website.

VI. HORIZON TIMEOUTS

This appears to have been resolved.

VII. SKY CAMP

J. Thornton reported that setting up the laptops at various sites and providing the training to the SkyCamp participants has been a large project for his department in the last month. G. Sacco noted that some of the laptops seemed to be slow and might need to be upgraded. J. Thornton noted that it is on his list to consider this but they are adequate for the time being and there are no immediate plans to make any changes.

VIII. DATABASE STATISTICS

J. Thornton reported that P. Kowalski has developed a new way to collect statistics on the use of the online databases. His proposal is currently being considered by the Adult Services Advisory Council and would give a relative idea of the use of the databases. The Central Library Advisory Council (CLAC) expressly requested these statistics. J. Thornton will clarify with P. Kowalski exactly what statistics he is collecting. He noted that this is not a perfect solution but it does answer the need of the CLAC.

G. Sacco noted that the problem is that the vendors are the ones currently producing the statistics and that they are not reliable. She suggested that an attorney should be involved in the next vendor contract negotiation. P. Ritter noted that R. Baum conducted a lot of negotiating with the vendors and got a lot of statistics that the vendors had not initially wanted to provide. Some of the vendors refused to provide any statistics at all. G. Sacco would like to have these database usage statistics translated into reference transaction statistics.

IX. CAT EXPRESS

J. Thornton noted the wildly enthusiastic responses to Cat Express. R. Naylor asked if there was a way to ensure that catalogers were checking the UHLS database first before selecting Cat Express records? There is a section in the program that asks the cataloger if they have checked the UHLS database. J. Thornton will send out an email with the July cataloging statistics.

X. DAY END CRASHES

UHLS and Dynix are still working to debug the system. When the system crashes, and telecirc fails, paper notices are immediately printed.

XI. MISCELLANEOUS PROJECTS

- UHLS is working on a project to cleanup the Intranet and remove outdated information.
- The APLM website will be hosted on the UHLAN server.
- B. Nichols Randall noted that GUIL is looking into e-books online through the OverDrive Company. She would like to get together with any other libraries that might be interested in sharing the very expensive start-up costs. She will organize a meeting in the Fall for interested libraries.
- B. Kubli asked if there was any scheduled attempt to clean-up the database. J. Thornton noted that that has become a major part of M. Bena's job.
- M. Middleton asked if SyBase training was going to be re-scheduled? Yes.
- M. Middleton reported that APLM has come up on the SAM system and has issued a separate card for computer use. 4 of their 5 sites are now on the system.
- N. Pieri noted that BETH will be starting up in the near future with the EnvisionWare program.

XII. UHLAN CONTRACT

P. Ritter will send out the proposed 2006-2008 contract for review. The contract will be on the agenda for the August 24th ASC meeting. The contract should be finalized by the UHLS Board of Trustees at their November meeting.

11:10 AM meeting adjourned.

NEXT MEETING - Tuesday, August 24th at 9:00 AM at UHLS