

AUTOMATED SERVICES COMMITTEE
August 24, 2004
MINUTES

PRESENT

(Voting): Marcia Middleton (APLM), Nancy Pieri (BETH), Deb Canzano (COHS), Richard Naylor (COLN), D. Hobert (EGRN), Karen Balsen (GUIL), Barbara Kubli (STEP), Paul Hicok (TROY), Joe Thornton (UHLS), Gail Sacco (VOOR)

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

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

I. MINUTES

Minutes of the July 27, 2004 meeting accepted as presented.

II. NOTIFICATION METHODS

J. Thornton reported that at the last ASC meeting, the group voted to allow patrons to select their own notification methods using Horizon's patron profile page. This cannot be done because the Horizon patron information is in proprietary format and cannot be manipulated. It can be accomplished by placing a link on the Horizon page that will take the patron to a UHLS-created page where they can select their preferred method of notification. In order to do this, however, they will be required to re-enter their barcode number and PIN. Consensus that this would be acceptable if accompanied by the following statement: "For security purposes, you must re-enter your barcode and PIN." J. Thornton was directed to create the link and experiment with it.

R. Naylor asked if an email could be sent to all patrons who have requested email notification, alerting them to the above changes.

J. Thornton reported that to create a program that would immediately update the patron record when patrons are notified, by email, of overdue items, is difficult to accomplish. He was hesitant to add another layer of customizing to Horizon. The Horizon system will update the patron record, however there is a delay between the time that the email is sent and the time that it is noted on the patron record.

MOTION: G. Sacco moved to abandon the custom programming request to update the patron record, in real time, when email notifications have been sent, and to stay with the original Horizon programming. N. Pieri seconded. Unanimous.

R. Naylor asked if Dynix is required to support any custom programming that they provide through any upgrades? Consensus that the custom programming that they produce for UHLS is probably supported.

III. VNC

J. Thornton reported that the UHLS Automation Department now has a tool that can be used to remotely monitor PCs in the member libraries, at the request of the member libraries.

M. Middleton noted that APL uses this program at the Main Library and in the Branches. It is an excellent technical support and training tool. It contains a variety of options for allowing remote access and has

several good security features. She highly recommends it.

Once the software is installed on selected computers in a member library, that computer can only be accessed remotely when the library turns the feature on and gives permission for access. The Automation Department will be contacting the member libraries to notify them about this program. It is each Library's decision for program installation.

IV. WEB REPORTER/ WEB SMITH

ReportSmith training will be held at UHLS. J. Thornton will notify libraries when a date has been set.

Dynix has offered a free demonstration of the Web Reporter program. The Web Reporter program allows libraries to write their own reports. It is web-based and easier to use than ReportSmith. Consensus that the program is probably too expensive for UHLS to consider. J. Thornton will be scheduling a demo for his department's information and anyone else is free to attend.

V. HORIZON UPGRADE

J. Thornton reported that the next Horizon upgrade is scheduled for Thursday, October 28th. The Automation staff have been working with the upgrade on the test server and are not encountering difficulties. Discussion regarding the date of the upgrade. G. Sacco suggested scheduling it two weeks later.

MOTION: P. Hicok moved to do the upgrade on Thursday, October 28th. D. Canzano seconded. AYES: 5; NAYS: 4. Motion passed.

VI. NETWORK SLOWNESS

J. Thornton reported that UHLS is hiring a consultant to review and analyze the network logs to determine why UHLS is using 100% of its bandwidth all of the time.

VII. UHLAN CONTRACT 2006-2008

Discussion regarding the Contract. M. Middleton suggested that under Paragraph 4, core services, the addition of a Line L "access to patron database for authentication purposes."

MOTION: G. Sacco moved the addition of Line L to Paragraph 4 stating "Access to patron database for authentication purposes." N. Pieri seconded. Unanimous.

Discussion regarding Section 9: Charges and Payments. P. Ritter distributed a spreadsheet showing the projected total member library fees for 2006, 2007 and 2008. He explained that the fees would increase by approximately 3% per year, and by 2008 would reach the goal of having the libraries support 50% of the Automation expenses.

P. Ritter suggested increasing the UHLAN access fee so that the smaller libraries had a larger stake in the system. G. Sacco suggested that net lending should be taken into account because as circulation increases, so does the UHLAN fee paid to UHLS. G. Kirkpatrick noted that the circulation figures on the UHLAN charges spreadsheet don't include the items loaned to other libraries, just those directly checked out in the library.

Discussion regarding the Automation Reserve account. P. Ritter noted that, based on current State funding, the prospects of putting any monies into the Automation account are slim. The only way to continue with current services and put monies into that account would be to lay off staff members. G. Sacco suggested that the member library fees should be increased in order to make sure that funds are annually added to the account.

MOTION: D. Canzano moved that the UHLAN Access Fee should remain at \$880 for the 2006-2008 contract period. B. Kubli seconded. Unanimous.

MOTION: D. Canzano moved acceptance of the projected estimated figures for Section 9: \$208,760 (2006); \$223,760 (2007), and \$238,760 (2008). D. Hobert seconded. Unanimous.

P. Ritter will use those figures and provide the libraries with estimated fees for 2006-2008 prior to Contract approval. He noted that the contract will be discussed at the September ASC meeting and must be approved for submission to the UHLS Board of Trustees at their October meeting.

VIII. OTHER BUSINESS

M. Middleton noted that as a point of information, libraries considering the use of a self-checkout system need to be aware of the problems with the settings for maximum fines. The self-checkout system uses the fine limits of the library where the patron is registered, not the library where the checkout is taking place. This can cause problems if the maximum fines are not standardized. She suggested that libraries warn their patrons to pay their fines at the local libraries if they want to use APL's SAM system. Discussion regarding minimum and maximum fines and their effect on self-checkout systems.

G. Sacco noted that the Standards Committee will be meeting again in September and this information will be considered. The Minutes from the Standards Committee are posted on the Intranet.

11:10 AM meeting adjourned.

NEXT ASC MEETING: Tuesday, September 28th at 9:00 AM.

REMINDER: The proposed UHLAN contract will be discussed, and action on it will be requested.

Heidi A. Fuge
8/24/04