

AUTOMATED SERVICES COMMITTEE
September 27, 2005
MINUTES

PRESENT

(Voting): Tim Burke (APLM), Nancy Pieri (BETH), Joe Makowicz (BRUN), Richard Naylor (COLN), Debbie Shoup (EGRN), Lisa Pitkin (GUIL), Jane Minotti (SNLK), Joe Thornton (UHLS), Gail Sacco (VOOR)

(Non voting): Geoffrey Kirkpatrick (BETH)

9:00 AM Meeting called to order by Philip Ritter, Chair

I. MINUTES

Minutes of the July 26, 2005 meeting accepted as presented.

(NOTE: see the Automation Services Report which begins on page 4 for more information regarding other issues that were discussed at the meeting. The following deals only with those issues where the ASC took action.)

II. Z39.50 Access

J. Thornton reported that the Southern Adirondack Library System (SALS) formally requested to access the UHLAN database as a cataloging source and offered a reciprocal cataloging agreement.

MOTION: J. Makowicz moved to approve SALS' access to the UHLAN database. N. Pieri seconded. Unanimous.

III. ANSWERING MACHINES IN SOME LIBRARIES

J. Thornton asked if the ASC would like to make any statements regarding answering machines in the libraries. He noted that the absence of an answering machine in some of the smaller libraries makes the work more difficult for his Department. Consensus that the UHLS Automation Department could make a suggestion that an answering machine would be helpful but the ASC cannot take any formal action.

IV. RENS and THE ROTATING COLLECTIONS

J. Thornton explained that since the Rensselaer Public Library (RENS) is not circulating on the UHLAN system, there have been some problems related to access to Pool Collection books while at RENS.

MOTION: In order to simplify the situation and take care of any patron frustrations, R. Naylor moved that any Rotating materials sent to RENS should not be requestable while at that library and any RENS materials listed on UHLAN should also not be requestable. D. Shoup seconded. AYE: 6 NAYES: 3 MOTION PASSED

VI. NOTICE PRINTER

J. Thornton reported that he is looking into alternative methods of producing the printed notices. One of the methods that he will be investigating will require all notices to be printed and mailed from UHLS but will allow the libraries to review them online prior to the printing. G. Sacco recommended discussing the logistics of this process with the Resource Sharing Advisory Council.

P. Ritter noted that the current printer has been fixed and that SALS has given us their impact printer as a back-up and for spare parts.

VII. RFID (a system for self checkout, sorting and return)

Discussion regarding the various RFID devices and systems. The technology has been improving but currently a thoroughly effective system requires a small room for the entire process. Standards and compatibilities among vendors are still an important issue and stumbling block.

VIII. NETLIBRARY

J. Thornton noted that there is still one problem to be solved - how to guide patrons from the participating libraries through the registration process while alerting other patrons to the fact that they are not able to access NetLibrary files. J. Thornton will work with the three participating libraries (APLM, GUIL, and BETH) to develop a notice to be posted in the NetLibrary MARC record. He will also check with other Dynix customers to see how they have handled the situation.

IX. MY LIST

Discussion regarding the length of time that "lists" can be maintained in the HIP.

MOTION: G. Sacco moved that the expiration time be increased immediately to 999 days and that UHLS investigate how to make the lists permanent (i.e. perhaps putting '0' in as the expiration time). If permanent is an option, that would be the preferred time length. R. Naylor seconded. Unanimous.

X. OTHER BUSINESS

- Acquisitions Module

G. Sacco asked about the status of the Acquisitions module. Can other libraries use it yet?

L. Pitkin explained that it is still a work in progress. GUIL and APLM are doing electronic orders with Baker & Taylor but there is still a problem with the overlay of the brief MARC records. Rob Carle (UHLS) has developed several work-arounds in order to allow two libraries to use the module simultaneously. She feels that it is a good quality module; the workload at GUIL has not necessarily decreased but it has shifted.

G. Sacco asked at what point the module would be available to VOOR and when will GUIL and APLM act at demo sites for the use of the module? G. Kirkpatrick noted that to add another library to a module that was not originally intended for a consortium would be extremely complicated.

L. Pitkin noted that the problem is not just with Dynix but is also with the book vendors; other libraries with the Dynix product are also having the same problems. She would be willing to demonstrate the module to anyone who wanted to see how it works.

G. Sacco expressed a concern about using UHLS funds to support something that is currently only able to be used by two libraries. L. Pitkin noted that UHLS is saving some money by getting free MARC records from Baker & Taylor as a result of using this module.

Consensus to direct the Database Maintenance Advisory Council to report back to the ASC on the use of the Acquisitions module and to ask GUIL and APLM how well it works and whether it is useful or not.

- Database issues

Discussion regarding the multitude of records in the database for similar items. G. Sacco asked if these could be merged or edited to decrease the number of records. J. Thornton recommended that when people find these multiple records they should send the information to the UHLS Automation Department for correction.

L. Pitkin noted that a new cataloging standard "Functional Requirements for Bibliographic Records" FRBR is under discussion and might eventually alleviate the problems.

- Multi DVD entries

Consensus to display the 'copy' field somewhere in the "Requested Items" window so that patrons can look at their "Requested Items" list and know exactly what copy/version/disc of a multiple set they have requested.

10:40 AM Meeting adjourned.

NEXT ASC MEETING: Tuesday, October 25th at 9:00 AM at UHLS

Heidi A. Fuge
9/26/05

Automation Services Report September 27, 2005

Z39.50 access

SALS asked for our IP address and Z39.50 use attributes so they could access our database through Z39.50 as a cataloging source. (It's possible that other libraries are already doing this without asking since we use SirsiDynix's default Z39.50 settings.) Since they asked, Phil suggested asking ASC to decide on giving SALS access or not.

Answering machines

Automation Services has found that the absence of answering machines at some libraries occasionally makes troubleshooting more difficult, and we think that this is probably a problem for some patrons, too. Do we want to ask or require libraries to purchase answering machines, and possibly pay for them?

Rensselaer and the rotating AV collection

RENS is not using the Circulation Module, so an item from the rotating AV collection was reported by Horizon as being "in" although it was actually on loan to someone else. Should we stop sending rotating collections to RENS until they start to use the Circulation Module? Should we make their entire collection non-requestable until they start to use circ?

Notice printer

We've had some trouble with the printer that handles the three-part forms for hold and overdue notices, and started to look at alternatives. We've fixed the printer, but continue to explore better ways of producing and delivering printed notices. One hardware option that we're looking at is a folder/insertor that takes plain 8 1/2 x 11 paper and folds it and inserts it into window envelopes. Another project we're just starting is a test of a web form for all the libraries that receive printed notices. They would see online a list of all the notices that are ready to be printed for their library for that day. They could then check which ones they want printed that day. UHLS would then print the notices and mail them immediately, eliminating the courier from the notice process.

RFID

APL and others are moving ahead pretty quickly towards the use of RFID tags. There are issues such as privacy and vendor-compatibility that ASC should probably discuss. For instance, do we want to decide on and enforce the use of one vendor to insure that one library's RFID tags are readable by others' RFID tag readers?

NetLibrary

[This topic was on the last meeting's agenda, but I have an example now, and a couple of libraries are very eager to get started with this.]

APL, BETH, and GUIL have subscriptions to NetLibrary. To accommodate this, ASC approved the inclusion of the MARC 856\$u subfield (URL) in the display of search results, to enable patrons to connect directly from the HIP to NetLibrary. This process required some work on our part, and may require more as we try to simplify a potentially confusing process for patrons of all our libraries, including the NetLibrary subscribers. The issue for patrons of non-NetLibrary libraries is that the NetLibrary bib records will be retrievable in the HIP, but the online books themselves will be inaccessible. The issue for patrons of NetLibrary libraries is that they need to create a free account on the NetLibrary site before they can link directly from the HIP to the NetLibrary books.

Cornerstone

The excellent deal that Centurion offered us for their *Cornerstone* PC protection software has had no takers. This is a very good tool at a very low price. In addition to its primary function of protecting PC's against viruses, spyware, etc., it also provides the secondary benefit of a privacy tool for libraries, because the previous patron's activities are completely erased when the machine is restarted.

Author searches

We're experiencing sporadic problems with author searches in the HIP. The search returns a list of authors, but a blank screen is displayed when an author is clicked on. We ran the mass indexer on the HIP but that did not solve the problem. We contacted SirsiDynix and continue to work with them on the problem.

Switch to Time Warner

On September 22 we're scheduled to switch from AT&T to Time Warner for all internet access. The change will give us more bandwidth, lower cost, and should be transparent to the libraries.

Authority Control

We're ready to send our bibliographic database to LTI for authority control processing. There are 480,000+ records and it will take about four weeks for LTI to process them. We should not edit any records while they're at LTI since they'll be overwritten when the database is re-imported. We can continue to add and edit new records as usual.

PIN's

Since July 25, patrons have submitted about 250 questions through the HIP, and more than 70 of them have been about PIN's - specifically "What are they?" and "How do I get one?" I'm told that ASC decided a long time ago that we should not say anywhere in the HIP, "Your PIN is the last four digits of your phone number." That seems wise, but I just thought it was worth raising the question again.

Deleting withdrawn items

The Database Maintenance Advisory Council discussed the question of who should delete withdrawn items - the libraries or UHLS. We decided that UHLS will do it for all libraries except those who would rather do it themselves.

Location priority

Horizon has a feature that we just implemented that should improve the flow of material among the libraries. We didn't turn it on till now because we thought that "local request," which we were working towards but have since abandoned, would provide the same functionality. The feature ("location priority") gives the pickup location "first priority to fill a request that will be picked up at that location" (Dynix). An example: If I request a book and select TROY as the pickup location and TROY has a copy of the book on its shelves and there are no other holds against it, the book will appear on TROY's pull list and no others. The effect of this feature should be reduced traffic of items.

My List

Some patrons have complained about the disappearance of their "Lists" in the HIP. We discovered that the lists expire after ninety days. We recommend increasing the expiration time to 999 days.

Miscellaneous

- On September 16, the HIP keyword index became corrupted for unknown reasons, so we rebuilt it, which took almost four hours during which keyword searching was pointless (at first) or inaccurate - it got steadily better as the index was rebuilding.
- A patron emailed: "It is impossible to distinguish among multi-DVD entries. For example, after I request 'Disc 2' of the Soprano's 4th Season, I can't determine which Disc I have requested. Need to display the 'Copy' field somewhere in the 'Requested Items' window." We can do this but wanted to ask first.