

**AUTOMATED SERVICES COMMITTEE**  
**April 25, 2006**  
**MINUTES**

**PRESENT**

(Voting): Tim Burke (APLM), Nancy Pieri (BETH), Joe Makowiec (BRUN), Deb Canzano (COHS), Richard Naylor (COLN), Debbie Shoup (EGRN), Lisa Pitkin (GUIL), Jane Minotti (SNLK), Paul Hicok (TROY), Joe Thornton (UHLS), Gail Sacco (VOOR)

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

**I. MINUTES**

Minutes of the March 28, 2006 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. PATRON DATABASE CLEANUP**

J. Thornton reported that the purge is complete except for NASS and SNLK. Those libraries will have about 2,500 patrons purged. The purge will take place on an ongoing basis, the timing of which will be determined by J. Thornton (as per the decision at the 3/28/06 ASC meeting).

**III. RIVERWAY FESTIVAL**

UHLS will host the Riverway Storytelling Festival on our server.

J. Thornton noted that UHLS has the capability to host any website, with any address (i.e., it doesn't have to have UHLS in the address). We now have some good website editing tools.

**IV. SEARCH/SESSION TIMEOUT in HIP**

APLM asked if the HIP timeout value could be increased. Discussion. The main objection to increasing the time was that it would leave MY ACCOUNT on the screen too long, if a patron left the computer and forgot to logout.

Consensus to leave the timeout as it is currently.

**V. KIDSEARCH**

Discussion regarding the importance of browse scoping for adult items vs. the browse scoping procedures required to make KidSearch function correctly. Discussion, yet again, regarding what other Sirsi/Dynix customers are doing. J. Thornton accessed the website for the Boston Public Library and showed that they are NOT using browse scoping. At the request of the ASC, he previously contacted several other Sirsi/Dynix customers and they are NOT using browse scoping. P. Hicok noted that if UHLS is the only customer that wants this feature to work correctly, Sirsi/Dynix is not going to be tremendously motivated to solve this problem.

J. Thornton noted that he turns on browse scoping for those libraries who request it. He is not satisfied with the situation but this is the "least bad" solution.

Concern was expressed about the "false advertising" that might exist when a patron thinks that she is searching for items only within a single library, but is actually searching all libraries because browse scoping is turned off. At this time, there is no solution to this.

#### **VI. NEW BORROWER BLOCK**

Discussion regarding the procedures to allow one family member to pick up items for other family members. J. Makowicz noted that a "Family Group" protocol was supposed to exist in Dynix, whereby links were created between family member's Borrower Records and would allow one family member to pick up items for others. J. Thornton will check with Sirsi/Dynix regarding this feature.

#### **VIII. POWER OUTAGE**

G. Sacco asked about a message that would pop-up on the screens of all UHLAN users when there was an emergency such as a power outage. J. Thornton noted that the Automation Department had worked on a message that would broadcast to every machine, but there were too many network and firewall issues to make this usable. He reminded Committee members that there is an automation system status page that should be opened on PCs in the morning, minimized, and kept open all day, and this will provide immediate notice of any power interruption.

Status page: <http://www.uhls.org/uHls/uHlanstatus/horizon.asp>

G. Sacco asked what libraries should do when UHLS comes back up? J. Thornton explained that they have to re-start their Horizon clients to re-connect to the UHLAN network.

Discussion regarding using PC Reliance and a possible "Fire Drill" procedure to keep people familiar with the process. J. Thornton noted that since the system does not go down very often, people forget how to use PC Reliance and therefore they are uploading empty files and old files. However, the Automation Department reviews all files before they are entered into the system and can weed out any that are old or empty.

Discussion regarding the possibility of a small generator for the computer system. J. Thornton will investigate and will also consider an even larger UPS battery time, although the 30 minutes currently available gave plenty of time to notify libraries about the power outage.

#### **IX. FIVE YEAR PLAN OF SERVICE**

Committee members reviewed the 3/22/2006 Draft of the Plan. P. Ritter read the suggestions proposed by Judy Felsten via email and decisions were made as follows:

- Goal 5.3 (3) - the last line was changed to "Improve and expand access to...."
- Goal 5.6 (3) - "Kids Catalog" will be changed to "children's catalog"
- Goal 5.7(3) - Consensus to delete the words "an email address, web form or chat software" and insert "online methods"

- Goal 5.8 (2) - add the words "and support for emerging technologies" or something similar to convey that UHLS will provide training and access to new technologies and also hardware/software support as per the UHLAN contract
- Goal 5.8 (4) - add in communication with the System
- Goal 5.12 - P. Ritter noted that Youth Services are a Special Client group as determined by DLD
- Goal 5.14 - Consensus not to add in anything about Civil Service since it only applies to certain member libraries and does not apply to the System

#### **X. OTHER BUSINESS**

D. Shoup reported that Schodack residents will no longer be allowed to pick up or check out materials at EGRN as per Direct Access 90.3. J. Thornton will have to make this change in the UHLAN database for all patrons with a B-type ending in S. This change will take place as of June 1, 2006.

P. Hicok asked how this fit with the EGRN contract with Rensselaer County? Schodack residents may still continue to check out items at other libraries.

10:30 AM Meeting adjourned.

**NEXT MEETING: TUESDAY, MAY 23<sup>RD</sup> AT 9:00 AM**

Heidi A. Fuge  
4/25/06

## Automation Services Report April 25, 2006

### Patron database cleanup

After the last ASC meeting, concerns were raised about deleting patrons who might not have checked anything out in three years, but who still use their barcodes to access on-line databases. After a brief email exchange we decided to go ahead with the purge anyway. We wrote a report (<https://horizon.uhls.lib.ny.us/reports/purge/>) that shows which patron records will be purged for each library. The criteria for purging are:

- no checkouts since we migrated to Dynix on 1/23/2003
- no blocks (e.g. fines)
- registration date of 1/23/2003 or earlier

We will do the purge after hours on 4/21/06.

### New Web Server

We purchased a new web server to replace our existing server, which is nearing the end of its useful life, has failed once in the last year, and cannot support the increasing demands for reliability, speed, and disk space that our libraries' web sites require. The new server is a RAID device (redundant disks), and has two power supplies, guaranteeing continuous uptime. We have not yet moved the web applications to the new server.

### Riverway

We moved the *Riverway* web site from its outside hosting site (Arishost) to our web server. It had been hosted remotely because of the need for a specific URL ([www.riverwaystorytellingfestival.org](http://www.riverwaystorytellingfestival.org)) that did not include [www.uhls.org](http://www.uhls.org). We are now able to support any URL on our web server (e.g. [albanypubliclibrary.org](http://albanypubliclibrary.org)) so we moved *Riverway* to UHLS.

Peter Kowalski created the new site with Mary Fellows and the Riverway committee.

### Search/session timeout in HIP

APL requested that we increase the timeout value in the HIP. The current value is five minutes, and that causes problems when trying to teach classes. The timeout is a global setting, so a change will affect all libraries. We do not have a recommendation for a different timeout value.

### HIP down 4/13

On April 13 the HIP was down for several hours in the morning due to a corrupted database. We will take two steps to mitigate the effects of problems like this in the future:

- We'll keep our "test" HIP server ready to be used in case of a serious problem with the production HIP. Until now we've needed the test server for other purposes and could not afford to dedicate it as a full-time backup for the production server.
- We'll install a new backup procedure of the HIP database file, which should allow us to minimize downtime when the database gets corrupted again.

### Full Bib display in HIP

We added the contents of the 245\$h MARC subfield to the *Title* line in the Full Bib display in the HIP. This change displays the medium of the item (e.g. downloadable audiobook).

### Serials Cataloging Workshop

Maggie Horn of SUNY's Office of Library & Information Services will give a Serials Cataloging Workshop on May 5 from 9:30 - 4:00 at UHLS. So far eleven catalogers have said they plan to attend, and there's room for many more.

### KidSearch

In our totally unscientific attempt to determine the number of libraries for which we can safely enable browse scoping, we've been enabling them one or two at a time, watching CPU usage all the while. At this time, KidSearch for all libraries is enabled, and we have not seen a significant CPU problem in weeks. We'll continue to enable more libraries, but I'd like to suggest that when we encounter our next CPU problem, we leave KidSearch enabled and disable browse scoping for the "Adult" profiles in the HIP.

### New borrower block

Following a suggestion from the Resource Sharing Advisory Council, we added a new block to the borrower record, which tells Circulation staff who, other than the borrower, is allowed to pick up holds for the borrower.

### Power outage 4/19

UHLS lost electrical power from 3:15 to 4:45 PM on Wednesday 4/19. This event raised at least two issues for the Automation Services Department:

- Do we need a generator to provide emergency power during extended (more than thirty minutes) power outages?
- Are our procedures for handling events like this sufficient? Specifically, are our methods of notifying the libraries, shutting down the servers, and processing PC Reliance files adequate?

### Hold and Overdue Notices

On March 31 WTVT switched to TeleCirc as the default notification method for their hold and overdue notices.

The following table shows the number of notices sent by each method so far in 2006. The numbers are for the entire system.

Month	Print	TeleCirc Total	Email
January	5177	13484 25571	6910
February	3729	13778 24780	7273
March	4199	16422 29294	8673