



AUTOMATED SERVICES COMMITTEE
May 23, 2006
MINUTES

PRESENT

(Voting): Tim Burke (APLM), Nancy Pieri (BETH), Joe Makowiec (BRUN), Richard Naylor (COLN), Debbie Shoup (EGRN), Margaret Garrett (GUIL), Jane Minotti (SNLK), Paul Hicok (TROY), Joe Thornton (UHLS), Lorraine Smi (VOOR)

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

I. MINUTES

Minutes of the April 25, 2006 meeting accepted as presented.

(NOTE: see the Automation Services Report which begins on page 3 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. REPORTS

J. Thornton demonstrated the Requests matrix report that shows the number of requests made by patrons of an individual library and the pick-up locations that they selected. He also explained how he created a report based on B-types in order to answer questions from EGRN regarding circulation figures by Schodack patrons. P. Ritter noted that 16.5% of EGRN's circulation is being done by Schodack residents. He also noted another surprising statistic that was revealed in this report - 58% of EGRN's circulation is from patrons outside their service area. These type of statistics are useful when considering the implications of UHLS's 90.3 Direct Access policy.

D. Shoup reported that the EGRN Board of Trustees will be meeting again tonight to consider the Schodack situation. The Schodack Town Board has offered to negotiate on the amount of annual support they pay the library.

III. POWER OUTAGE

The current back-up time for the automation system is 45 minutes following a power outage. J. Thornton estimated a cost of \$2,000 per hour to increase the batteries in the back-up server. Consensus to increase the back-up batteries to two hours.

IV. BLOGS/RSS

J. Thornton explained that an RSS Feed is a current events tool. An RSS user can subscribe to an infinite number of online information sources and they are indexed and kept together for easy access on one page.

He demonstrated some of the Blogs used by member libraries and noted that UHLS can host and password protect the Blogs. Consensus that J. Thornton should publicize, to the Directors, UHLS' ability to host Blogs. It will be up to the Library Directors to notify J. Thornton as to what staff members can request Blog changes and can post to the Blogs.

V. EMAIL

Discussion regarding the difference between email lists and aliases: the lists can be protected, aliases cannot. Consensus to change all aliases to lists.

Discussion about whether or not outside people should be allowed to post to the UHLS lists. It was noted that some Library Directors use an email address that is not a UHLS address and some libraries have their own Domain names - these situations could make it difficult to restrict the lists to people having only UHLS email addresses. J. Thornton will investigate the complexity of this and report at a later meeting.

J. Thornton will also look into the current email lists and will clean up the old/unused lists. L. Smi noted that the Vopatron list can be removed - VOOR does not use it.

VI. SUPPORT EMAIL

J. Thornton stressed that unless it's an emergency, directors and staff members should use the support@uhls.lib.ny.us to report problems. This allows him to track any problems and oversee resolution of them.

VIII. OTHER BUSINESS

P. Ritter reported that he had an email from Barbara Nichols Randall requesting the replacement of a router at GUIL. According to Section 5A.7 in the UHLAN contract, UHLS is responsible for maintaining one eight-port router at each library and if that router fails, will replace it. If a library wants a router with a larger number of ports, they have to pay the difference in cost.

IX. NEXT MEETINGS

The June 27th and August 22nd meetings were canceled.

The next two meetings will be:

Tuesday, July 25 at 9:00 AM

Tuesday, September 26 at 9:00 AM

10:05 meeting adjourned.

Heidi A. Fuge

5/23/06

Automation Services Report May 23, 2006

Patron database cleanup

Some negative feedback from the patron database cleanup on 4/21: One library felt that there was insufficient notice given before the purge. Two others felt that the purge criteria were too broad, because some patrons whose records had expired and who do not borrow library material were still using the libraries' other services. The patrons were annoyed to find their access to those services denied.

Riverway

We continued to work on the Riverway website, and to take and edit the photographs of the events.

New reports

We created three new reports:

- Checkins per hour per day by month
https://horizon.uhls.lib.ny.us/reports/cki_by_hour.html
- Checkouts per hour per day by month
https://horizon.uhls.lib.ny.us/reports/cko_by_hour.html
- Requests matrix report
https://horizon.uhls.lib.ny.us/reports/request_stats.html

As part of the EGRN/Schodack issue we wrote reports that shows the number of loans at EGRN, grouped by Btype, during 2004, 2005, and 2006 YTD. If people are interested we can provide the same reports for all libraries on the web reports page (<https://horizon.uhls.lib.ny.us/reports/>).

Power outages

How much uptime should UHLS provide through backup power devices during power outages? We have many options, and our decision depends entirely on how much uptime we need to provide.

Related topic: As discussed at the last ASC meeting, we will plan a *PC Reliance* fire drill to make sure that everyone knows how and when to use it.

APL network problems

APL maxed out their RoadRunner bandwidth and Rawdon helped to separate traffic from inside and outside APLM in order to alleviate the immediate problem and to try to identify the cause of the high bandwidth usage.

Router problems

BRUN and STEP had problems with routers in May, which we helped to replace and configure.

Blogs/RSS

BETH, EGRN, and UHLS have blogs and BETH and UHLS provide RSS feeds from them. All are hosted by UHLS. The BETH blog has been used mainly as a current awareness tool for developments in library technology, management, trends, etc. The EGRN blog seems to be used to discuss day-to-day activities and issues within the EGRN library. Both are excellent examples of the usefulness of blogs. I'd like to publicize this service (blog-hosting) to all our libraries, and offer guidance and training to anyone who's interested.

BETH: <http://www.uhls.org/blogs/beth/>

EGRN: <http://www.uhls.org/blogs/egrn/>

UHLS: <http://www.uhls.org/blogs/uhls/>

[all require the intranet username/password]

Email lists

A spammer guessed the name of one of our lists ('web') and sent spam to it. Joe Makowiec caught it and asked why a non-subscriber was able to post to a UHLS mailing list, since his understanding was that the lists were restricted to subscribers. Excellent question, and a look at the lists showed that some are restricted and some aren't. Do we have a policy?

Serials Cataloging Workshop

Maggie Horn of SUNY's Office of Library & Information Services gave a Serials Cataloging Workshop on May 5 from 9:30 – 4:00 at UHLS. Twelve people attended and all reports were that the workshop and Maggie were excellent.

WTVT

WTVT's new director has been active and energetic in upgrading PC's and training her staff. Rob and Jonathan spent several days at WTVT training and deploying PCs, respectively.

Acquisitions

We spent some time this month working with GUIL and SirsiDynix to fix a problem with purchase orders and vendor discounts. The problem has not yet been resolved.

Training

Rob will hold an "Online Databases" workshop at UHLS on 5/24 at 9:00, and he is preparing a workshop on email.

"Support" email

A reminder: Please use support@uhls.lib.ny.us to report problems (unless it's an emergency) or make requests, rather than calling or emailing individual members of the Automation Services Department.

Browse scoping

We added a "location" index to the item table, since so many of our functions, especially browse scoping, depend heavily on location. CPU usage seemed to decrease and stayed low for a week, so on 5/11 we turned browse scoping on for all libraries. We informed SirsiDynix of the change and they recommended that we also add a "collection" index to the item table because KidSearch uses collections so heavily to limit search results. We've had no prolonged CPU problems (just occasional, expected spikes) since we added the indexes, and we have good reason to hope that we may be able to leave browse scoping enabled permanently.