



AUTOMATED SERVICES COMMITTEE
July 25, 2006
MINUTES

PRESENT

(Voting): Tim Burke (APLM), Geoff Kirkpatrick (BETH), Joe Makowiec (BRUN),
Debbie Shoup (EGRN), Joe Thornton (UHLS)

(Nonvoting): Marcia Middleton (APLM)

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

I. MINUTES

Minutes of the May 23, 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. BROWSE SCOPING

J. Thornton is prepared to declare the browse scoping problem "solved." The solution was to create an index for location and collection in the item table. The occasional CPU spikes can probably be eliminated or substantially decreased through the purchase of another \$1,000 worth of memory for the Sun server. The Automation Department is in the process of confirming the cost and will make the purchase.

III. MY LIST

SirsiDynix has confirmed that there is a known bug that causes random "MyLists" to disappear. Discussion. J. Thornton will check to see how many people are creating lists and determine what % of those are disappearing.

IV. WEB STATISTICS

J. Thornton demonstrated the type of usage/statistical information available to the websites currently mounted on the UHLS server. The reports on website usage are located at: www.uhls.org/stats/ These are only pertinent to APLM, ALTM, VOOR, UHLS and Riverway.

V. EXPERIMENTAL WIKI

J. Thornton demonstrated the experimental Wiki that he has created at: <https://horizon.uhls.lib.ny.us/twiki/bin/view.pl/Experimental/WebHome>. He encourages all library staff members to read it and participate. It is a valuable tool in sharing information, becoming aware of new technology, and making

suggestions for automation improvements. Consensus that there is value in the RSS technology and the member libraries should be made aware of how this can be used.

VI. PATRON COUNTS

Discussion regarding the fact that many of the problems with the patron counts (i.e. Registered Borrowers) are procedural. Libraries will register new patrons and then neglect to send the patron registration forms on to the "home" library. Or, the patron registration forms will be sent to the "home" library and that library will not make the appropriate changes in the patron record. D. Shoup will discuss the specific EGRN problem with the Automation Department and a report will be created to suit EGRN's needs.

VII. AGING OVERDUE TO LOST

J. Thornton reported that there is a bug in telecirc that does not allow it to change an "overdue" record to "lost" when there has not been any contact with the patron. He said that when there appears to be a problem with an individual patron or item, the workaround is to change the telecirc code from "T" to "H" and this will allow it to age the item to "lost" so that the patron record will match the Notices that they receive.

VIII. AUTHORITY CONTROL PROCESSING

Discussion regarding the options for continual authority control updating (see page 8)

MOTION: D. Shoup moved that UHLS should subscribe to both of the Authority Control options proposed by LTI: Authority Express and Authority Update Processing. The subscription must be taken out before the November 1, 2006 deadline. This will allow for annual database clean-up at a cost of \$8,200. T. Burke seconded. Unanimous.

IX. STAFF CHANGES

P. Ritter reported that Mary Ellen Bena, Cataloging Specialist, will be retiring as of July 28th. UHLS will not be filling that position since there is not enough work to make it feasible. Any specialized cataloging will be outsourced to CDLC and the existing Automation Staff will absorb any of the other duties.

MOTION: T. Burke proposed a *Resolution of Thanks* to M. Bena for all of her hard work on the database and in cataloging, and wished her well in the future. J. Makowiec seconded. Unanimous.

X. NEW I-TYPE

D. Shoup requested a new I-Type that EGRN could use with the Literacy Volunteers of America materials. The I-Type would be 56-day nonrequest.

MOTION: D. Shoup moved the creation of a 56-day NonRequest I-Type.
T. Burke seconded. Unanimous.

XI. OTHER BUSINESS

P. Ritter read a portion of the email from Judy Felsten regarding automation issues. It was felt that the FastAdd issue mentioned in her email is a procedural one that can be handled in her own library. D. Shoup suggested that J. Felsten should be encouraged to email J. Thornton with detailed description of the new Report she is requesting regarding music CDs and this report will be created to her specifications; requesting new Reports does not have to come before the ASC, but can be made directly to the Automation Department.

NEXT MEETING: Tuesday, September 26th at 9:00 AM at UHLS

Heidi A. Fuge
7/25/06

Automation Services Report July 25, 2006

Browse scoping / system slowness

We turned browse scoping on for all libraries and *KidSearch* on May 11, and since that time (75 days) have not had to restart the HIP due to high CPU usage. The creation of *location* and *collection* indexes in the *item* table on the Horizon server apparently solved the problem.

We still have occasional, brief CPU spikes that cause system slowness, but these are caused by other activities such as cataloging operations or report generation. We installed a trial version *sarcheck*, a performance evaluation tool for UNIX, which recommended a change to our system settings as well as the addition of RAM. We made the change to the system settings, and are currently looking for prices for 4GB of RAM to add to our current 4GB.

Network support

We (Rawdon) worked with:

- EGRN to set up a VLAN to separate staff and public networks, and to move from *RoadRunner* to *Choice One* as its ISP. This move also required changes to some database vendors' authentication methods.
- GUIL to purchase and install a replacement router, and to separate the public workstation, or wireless network from the staff network
- APL to replace their existing T1 line with a 10Mb line to UHLS and a 3Mb line directly to Tech Valley Communications, and to install a new network card in its router.
- RCSC to troubleshoot bandwidth problems.
- NASS to troubleshoot bandwidth problems. At 512 kbs, their connection is too slow to run many applications, such as the training screencasts (<https://horizon.uhls.lib.ny.us/twiki/bin/view.pl/Training/WebHome>) that Rob has created.
- SNLK to help set up a wireless network for the public and to separate it from the staff network.

MyList

We continue to have the problem of disappearing *MyLists* in the HIP. SirsiDynix says it's a known bug, that it's been fixed in HIP 4.1 but not in HIP 3.06a (our version), and that they have no plans to fix it there. We are able to give patrons lists of titles that they had on their lists if they notify us when their lists disappear.

Norton upgrade

We (Jonathan) distributed a CD containing the *Norton Antivirus* upgrade files as well as the Horizon DLL's which had to be replaced after installing *Norton AV ver. 10*. We also included a copy of the upgrade certificate. The participating libraries are:

VOOR - 28 (27 desktops, 1 server)

SCHG - 4

BETH - 85 (84 PC, 1 Mac)

HOOF - 5

TROY - 39
GUIL - 75
COHS - 5
RVLL - 3
EGRN - 55

Z39.50 server

In addition to the changes we made to speed up browse scoping, we also looked at other ways to save CPU cycles on the Horizon server. When we looked at our firewall logs we found that incoming Z39.50 traffic was very high. We closed the Z39.50 port on the firewall and will open it to any friendly library that asks, as long as their anticipated use will not significantly impact our CPU usage.

Email aliases

As we discussed at a previous ASC meeting, we moved all email aliases to lists. In the process, Jonathan sent copies of each list to its owner asking them to verify that it's still current.

Rensselaer

Our department has made it a high priority to do everything we can to help RENS become a fully participating member of our system. Our main goals are training, hardware assessment/replacement, and cataloging.

AquaBrowser

We attended a demonstration at UHLS of *AquaBrowser*, a library search tool and interface that would overlay the HIP interface, categorize search results (e.g. Plays, Novels, Movies), and generally make finding easier for patrons. The application is attractive but prohibitively expensive (~ \$100,000 for our system).

Web server replacement

After finding the well-hidden (but essential for us) FrontPage Server Extensions on our new web server, Peter installed them as well as ColdFusion, PHP, and MySQL. We still need to install RPA and then we can move our websites to the new server.

Web statistics

We installed a web log analysis tool called *Analog* and ran it for the websites that reside on our server: APL, ALTM, VOOR, UHLS, and Riverway. The reports are available at <http://www.uhls.org/stats/>

Web site option

A reminder from Rawdon: Any interested library can have their own internet domain name (instead of, for example <http://www.uhls.org/rcscl/>). It is very easy to do without huge expense.

APL support

We setup the *Computer Camp* website on our web server that will allow kids to publish their web pages using *FrontPage*.

Peter worked with *infoUSA* to change the authentication procedure for the *ReferenceUSA* database so that patrons now authenticate through our RPA server, which is necessary for participation in the *Novel Federated Search Project*.

HIP

We are currently running the HIP on our test server while we restage the Dell server (production HIP). While moving to the test server, Dynamic Indexing stopped working. SirsiDynix upgraded the Dynamic Indexer from 1.3 to 1.5 and that fixed the problem.

Another performance hack

We noticed a lot of indexing going on in the Dynamic Indexer late in the day (every day) – long after we've done the daily import of OCLC records. Apparently every change to a bib record causes it to be completely reindexed in Horizon and on the HIP. We think that the library's four letter code is appended to the 049 field every time an item record is linked to a bib record, and we think that that change is causing bib records to be reindexed every time a library links to it. In the worst case, we could reindex the same bib record 37 times with no apparent advantages to us or our patrons. We're talking to SirsiDynix about ignoring changes to the 049 when indexing.

Experimental wiki

We set up a wiki (<https://horizon.uhls.lib.ny.us/twiki/bin/view.pl/Experimental/WebHome>) for the purpose of discussing potential improvements, new tools, and other issues in library automation such as those posted by Geoff Kirkpatrick and other BETH staff in the *Bethlehem* blog (<http://www.uhls.org/blogs/beth/>). I'm not sure that a wiki is the best tool for a project like this, but I can't think of a better one (other than Groove, but that costs too much).

Patron counts

Debbie Shoup found a flaw in the way patrons are counted in the monthly reports on the intranet. Rawdon reports: "The numbers in the report are based on the registering library, which will not change, so if EGRN registers a patron, regardless of where that patron lives, it will give a credit to EGRN in the Borrower registration report." We're working on this problem.

Another bug

Some items are not ageing correctly from *Overdue* to *Lost*. Patrons receive Lost Notices with replacement costs, but their patron records show the items as *Overdue* with fines. We are also working on this problem.

Email naming convention

Until now we've had a naming convention for email accounts (first seven letters of last name followed by first letter of first name), but that convention is no longer required by our mail server program, and no longer desirable by at least a few of our libraries. We suggest using full last name followed by first letter of first name. If a new email user has a name that conflicts with an existing account we'll contact the new person and negotiate an email name.

Authority control

We had planned to use *LTI*'s AUX service to update our authority records semiannually. We thought we could get by without their AEX service to authorize new bibliographic records added to the database because of the high quality of our imported OCLC records. *LTI* explained the benefits of using both services and we are evaluating our options now. Each service would cost us about \$3,000 a year.

Staff changes

From Phil: "Mary Ellen Bena has announced her retirement from the position of part-time Cataloging Specialist at the Upper Hudson Library System. Her last day of work will be on Friday, July 28, 2006.

She began working for UHLS in 1997 as a temporary relinker on the UHLAN project when UHLS began automating with DRA. In 1998 she became a temporary cataloger, and her position was reclassified to Cataloging Specialist in 2002.

Mary Ellen has contributed a great deal to UHLS during her years of employment, and we wish for her a long and happy retirement. Many thanks for a job well done!"

Request matrix

(this issue not addressed at the ASC - the libraries involved will meet to discuss and correct the situation)

My 6/8/06 email:

We have a complication in the request matrix caused by our attempt to restrict access to some BETH, GUIL, and VOOR items by APL and COLN patrons.

The current setup is: Any patron from any library may request BETH, GUIL, and VOOR DVD's (actually ITYPE=VIDFIC, etc.), but they cannot choose APL (or any of its branches) or COLN as a pickup location.

An effect of this setup: If an APL or COLN patron requests a GUIL DVD, the patron's home library will not appear in the drop down list of pickup locations in the HIP. The default pickup location then becomes the first location in the list (ALTM). There are at least two problems with this:

1. The requester wonders (I assume) why her library isn't listed as a pickup location, and is forced to choose some other library.
2. If the requester just presses ENTER, then the DVD is sent to ALTM. This is not good for ALTM (sorry, Judith) or the requester.

What we could do (maybe):

1. prevent APL or COLN patrons from requesting the items in question, regardless of the pickup location. I'm not sure this is doable.
2. make the relevant items nonrequestable (by anybody).
3. leave things as they are but find a way to ease the burden on ALTM and reduce the confusion of our APL and COLN requesters.

Automation Services Report (addendum)
July 25, 2006

Authority control

[more information about the *Authority control* item on the agenda]

We have two options for continual authority control updating, both of which are recommended by LTI and Mary Ellen:

AEX (Authority Express): This service processes all bib records added since the last AEX run and returns to us updated bibliographic and authority records. For our first use of this service, it would process all records added since our big authority control cleanup project on 10/1/05. The cost is \$.10/record plus \$10/file. We add about 48,000 bib records a year, so we should budget \$5,000 if we want to go with this option.

More information at: <http://www.librarytech.com/AX-DOC.HTML>

AUP: (Authority Update Processing): This service processes all existing bib records (our entire database, including those added by the last AEX run) and returns to us updated bib and authority records. The cost for our size database is \$3,200 if we do it semiannually, or \$2,000 if we do it annually. Mary Ellen thinks that semiannually is the better choice.

More information at: <http://www.librarytech.com/AUP-AAHM.html>