



Automated Services Committee

September 26, 2006

MINUTES

PRESENT

(Voting): Geoff Kirkpatrick (BETH), Joe Thornton (UHLS), Joe Makowiec (BRUN), Paul Hicok (TROY), Barbara Nicholls Randall (GUIL), Richard Naylor (COLN), Marcia Middleton (APLM), Jane Minotti (SNLK), Jane Chirgwin (RENS), Mike Whitney (EGRN)

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

I. Minutes

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

(NOTE: See the Automation Services Report that begins on page 3 for more information regarding issues that were reported at the meeting. The following deals only with those issues where there was significant discussion and where the ASC took some kind of action.)

II. MyList

J. Thornton explained that we are still having some instances of disappearing *MyLists* in the HIP. M. Middleton suggested that we put some kind of notice in the HIP encouraging patrons to back up their *MyLists* by emailing them to themselves. J. Thornton agreed to look into the possibility of doing this. There was further discussion regarding the number of users of *MyList*, especially in relationship to the number of *MyLists* that have disappeared. J. Thornton agreed to do more research into this question.

III. MediaWiki

After J. Thornton explained what this is and how his department has installed it on the new web server, the discussion evolved into questions about the security of the Horizon System and how much authority we could give to different levels of users. No decisions were made.

IV. Staff Changes

After J. Thornton explained how UHLS is handling all the cataloging issues that have arisen since the retirement of Mary Ellen Bena, B. Nicholls-Randall suggested that UHLS should run monthly reports in order to catch errors, typos, and other cataloging entry problems. J. Thornton agreed to look into this.

V. Worldcat.org

There was discussion regarding the ramifications of attaching our OCLC symbol to OCLC records, especially the possibility of an increased number of interlibrary

loans and the problems associated with keeping the information correct and up to date. The consensus was that we needed more information before making any kind of decision regarding this.

VI. Mail Server

J. Thornton explained the problems associated with our email vendor and the need for anti-virus software at the server level since the current vendor has dropped this service. We are looking into contracting with another vendor when our subscription expires in May 2007, but we need virus control until that time. J. Thornton reported that we could purchase for \$500 anti-virus software for the mail server through May 2007.

MOTION: M. Middleton moved to spend \$500 for anti-virus software for the mail server through May 2007. J. Makowiec seconded. Unanimous.

VII. Horizon and HIP Upgrades

J. Thornton reported that SirsiDynix has said that we need to upgrade to Horizon 7.3.4 and HIP 3.0.8 as soon as possible. There were some questions about our custom programming and whether it would be carried forward or not in an upgrade. As soon as J. Thornton resolves this issue with SirsiDynix, he will get UHLS placed into the upgrade queue and let the ASC know the possible date of the upgrade.

VIII. Other Business

R. Naylor asked several questions regarding Telecirc and its options, and it was noted what he could do regarding the settings for COLN.

NEXT MEETING: Tuesday, October 24th at 9:00 AM at UHLS

10:20 AM meeting was adjourned.

Philip Ritter
9/26/06

Automation Services Report

September 26, 2006

System slowness

We've continued to have occasional, brief CPU spikes that cause system slowness, but these are caused by functions other than browse scoping, such as cataloging operations or report generation. Late on September 20 Rawdon added 4GB of RAM and two CPUs to the Horizon server. One GByte was bad and will be replaced, so as of now (9/22) we have 7GB of RAM and four CPUs. System performance has improved noticeably and we're very optimistic about the benefits of this hardware change. Also, we contacted SirsiDynix to ask if we could improve things even more by reconfiguring Sybase to better utilize the new CPUs. We can. SirsiDynix gave us the commands to make Sybase aware of the new CPUs. We ran them and they'll take effect at the next system restart.

Network support

- Rawdon set up a wireless network for RENS. Signal strength is strong throughout the library. Recommended to Jane that she replace the hub with a switch.
- Rawdon set up a wireless network for TROY. Signal strength is strong throughout the library.
- Rawdon and Marcia Middleton put APLM and its branches' traffic on a 10Mb line. From Rawdon on 8/1: "I have been checking the bandwidth of the 10Mb and so far it is still hopping at 1.2Mb. We are concerned about its internet bound traffic in the afternoon. It may clog up ours TW line. We will continue to monitor the bandwidth usage and decide what to do next."

So far we have not had a problem related to the APL 10Mb line (Joe).

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.

Web server replacement

The new web server is almost ready to be put into production. Peter installed and tested ColdFusion, pHP, and MySQL, and Rawdon installed RPA.

MediaWiki

We installed *MediaWiki* on the new web server and plan to offer it to any interested library. *MediaWiki* is used by *Wikipedia*, and is increasingly the wiki tool of choice for libraries.

HIP

We moved the HIP from the test server back to its original home on the Dell server, which we completely restaged.

Staff changes

Mary Ellen Bena retired on Friday, July 28. We are confident that we can handle Mary Ellen's former responsibilities without filling her position, although we're keeping all options open. Among the resources at our disposal to handle cataloging and authority control tasks:

- Mary Ellen, who has agreed to work for us as a consultant on an as-needed basis.
- UHLS staff, most of whom have MLS's and all of whom are willing to help.
- Maggie Horn, a cataloging (especially serials) guru who has helped us in the past, and whom we hope to enlist as a paid consultant when needed.
- CDLC, with whom we have a longstanding informal agreement through which they help us with cataloging when needed.
- CatExpress, the OCLC cataloging tool that greatly contributed to Mary Ellen's decision to retire, since the size and quality of the OCLC database eliminated most of the "problem" records that the libraries sent to Mary Ellen to handle.
- LTI, whose AUP and AEX processes, the purchase of which was approved by ASC at its last meeting, will give us a continually authority controlled database.
- The libraries' catalogers, among whom are more than a few experts who can serve as a great resource for the entire system if their workloads permit.

Since Mary Ellen left we've done a pretty good, but not perfect, job of keeping up with the cataloging workload, but we attribute the cause of most problems to the learning curve. We're improving as we learn, we have not repeated mistakes, and we've adjusted our options (the bulleted list above) to try to provide the best service possible.

Mail server

As we've discussed at previous ASC meetings, our mail server vendor, *Ipswitch*, has repeatedly changed their product offerings, causing us to buy a new product rather than an upgrade, usually with a price difference of \$2000+. After we threatened to switch vendors earlier this year, they offered us an upgrade at the last minute. Now their anti-virus partner, *BitDefender*, has ended their association with *Ipswitch*, leaving us with two problems:

- We do not have current anti-virus filters on the mail server. It's very important that all email users have current anti-virus software running on their workstations.
- *Ipswitch* is again offering only new products at substantially higher costs to replace the *BitDefender*-less software we're currently running.

We've started to look at *MDaemon* as a replacement for *iMail* (the Ipswitch mail software).

Horizon & HIP upgrades

SirsiDynix announced the release of Horizon 7.3.4 and HIP 3.0.8 to address the ISBN-13 issue. At one point we thought we could skip this upgrade because Mary Ellen reported that we were able to add 13 digit ISBNs, and search for and retrieve records using 13 digit ISBNs. However, SirsiDynix explained that other functions require the upgrade and so we plan to install it as soon as possible. We're waiting to hear from SirsiDynix about

the fate of our custom programming, which will not be carried forward with this upgrade if it was discretionary instead of contractual.

Gates grant

As part of a Gates Foundation grant with the goal of “enhancing and expanding technology training for public library staff members who assist with public-access computing,” Rob has put together a survey that he will send to all libraries.

Rollover to Print if TeleCirc fails

Hold notices that TeleCirc is unable to complete have always rolled over to print. Until now, overdue notices were printed even if TeleCirc completed the calls. We changed the print notice program so that no printed overdue notices will be generated if TeleCirc completed the calls.

WorldCat

We have an opportunity to attach our OCLC holdings symbol (VUE) to the OCLC records that correspond to our entire collection, whether or not we cataloged them originally with OCLC. Evidently we used OCLC a long time ago, stopped for a while, and started again two years ago when we subscribed to CatExpress.

Some issues are:

- This would cost us nothing. OCLC is offering this as a free service. They will take a file of all our titles, attach our symbol to every corresponding OCLC record, and delete our holding symbol from every old record that we no longer own.
- Worldcat.org (still in beta, but you can check it out) is a freely available interface to the entire Worldcat collection -- about 70 million records. When you've retrieved a search result you can enter a zip code to see which WorldCat libraries in your area own a copy. OCLC is working with Google and Yahoo to incorporate this service into their tools, so it's probable that a lot of people will learn to start their library searches there. The catch for us is that you must be a FirstSearch Worldcat subscriber in order for your holdings to appear in a worldcat.org search result. Nylink is preparing a FirstSearch Worldcat price quote for us, in case we're interested.
- ILL. I think that the attachment of our holdings symbol to 500,000+ OCLC records might increase the number of out-of-system interlibrary loan requests we receive.