



Automated Services Committee

April 24, 2007

MINUTES

PRESENT

Voting: Marcia Middleton (APLM), Geoffrey Kirkpatrick (BETH), Joe Makowiec (BRUN), Richard Naylor (COLN), Debbie Shoup (EGRN), Margaret Garrett (GUIL), Judy Felsten (RCSC), Jane Minotti (SNLK), Paul Hicok (TROY), Joe Thornton (UHLS),

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

I. Minutes

Minutes of the March 27, 2007, meeting accepted as presented.

(NOTE: See the Automation Services Report that begins on page 4 for more information. The following deals only with those issues where there was significant discussion and where the ASC took some kind of action.)

II. G. Kirkpatrick - Report on Libraries Conference

G. Kirkpatrick attended the "Computers in Libraries" Conference and gave a short report of pertinent information regarding library automation systems. He noted that in considering an automation vendor, some of the questions to be asked about that vendor are: Who is the company making the decisions? Where is the money to run the company coming from?

There are three types of companies that own library automation systems:

1. Venture capitalists
These companies expect to invest about 5% back into research and development.
2. Private equity firm
These are not really interested in research and development and usually only own a company for about five years. They are basically looking to make money.
3. Open Source
100% of the company is "owned" by the entities running the automation system (i.e. a libraries or consortia). These types of systems are very programmable, but the entity using the system must be willing to commit funds to programmers or to a company that will undertake the programming.

G. Kirkpatrick mentioned two library automation systems that were discussed at the conference:

1. Innovative
Still privately owned; not very customizable; a good system but inclined

- toward the academic libraries.
2. Polaris
Owned by venture capitalists; inclined toward small public libraries and K-12 school libraries.

III. Consideration of other automation systems

Discussion regarding the options for UHLS. P. Hicok noted that the attractiveness of the open source system is that it is programmable by the owner.

Discussion about the possibility of establishing a subcommittee to keep abreast of the developments in library automation systems and to educate ASC members about those developments. Consensus that there aren't any clear options to move toward or to ask a subcommittee to investigate; this decision can be reevaluated in the future as there are more changes in library automation. In the meantime, J. Thornton will keep an eye on developments and keep the ASC informed.

J. Thornton reported that the Sirsi/Dynix official line is that it will support the Horizon system "indefinitely." There is no immediate rush to move to another system but UHLS should plan for a major change in about two or three years.

Committee members looked, online, at the Evergreen system used by the Georgia Public Library Service for its 272 libraries.

IV. Patron Registration Cards

J. Thornton reported that the Resource Sharing Advisory Council suggests doing away with the paper Patron Registration cards. R. Naylor noted that COLN has a legal obligation to use something that would have a signature signifying that the patron agrees to abide by COLN's rules.

Discussion about an electronic registration process that would include obtaining a signature. J. Thornton will investigate further.

V. Other Business

Discussion regarding the problem that patrons are currently having when they renew an item online on the date that it's due but after the library is closed. Patrons are being charged for an overdue item when they renew in this manner. Discussion regarding a workaround so that the libraries are open, online, 24 x 7.

MOTION: M. Middleton moved to remove the hours link in the HIP and to change the online hours so that the libraries are open 24 x 7. J. Makowiec seconded. Unanimous.

Caveat to this motion: J. Thornton will not make this change until he has checked on all of the ramifications of this.

10:00 AM meeting adjourned

NEXT MEETING: Tuesday, May 22nd at 9:00 AM

Heidi A. Fuge
4/24/07

Automation Services Report April 24, 2007

Post-upgrade custom programming

The custom programming to change the messages that display on a circulation workstation when a requested item is checked in has been done. We put the file (MqCrc73.dll) on our ftp server and instructed libraries how to download and install it.

ALTM - terminal services

Rawdon continued to work with ALTM to connect their staff workstations to Horizon through Terminal Services, rather than through locally installed Horizon Windows clients.

Post-upgrade Telecirc fix

We found and fixed a problem that appeared after the last Horizon and HIP upgrades, which caused Telecirc to make fewer calls than it should have.

Gates grant

Jonathan has contacted the eligible libraries, sent them all instructions, and helped some to run the *TechAtlas* program to determine if their public access PCs are eligible for replacement under the US Library Hardware Sustainability Access program. Jonathan attended a workshop to learn how to run the application, and has set up a wiki ([http://www.uhls.org/wiki/index.php?title=Opportunity Online Hardware Grants program](http://www.uhls.org/wiki/index.php?title=Opportunity+Online+Hardware+Grants+program)) to narrate the progress on the project.

System slowness

Slowness continues to be a problem, mainly at circulation desks, and mainly in the afternoons. We wrote a report (<https://horizon.uhls.lib.ny.us/reports/system.html>) that shows CPU usage, Sybase logins, and circulation activity. The report runs every fifteen minutes between 9:00 a.m. and 9:00 p.m. However, we've had libraries report slowness even when all measurements on that report are very low. It's very important that libraries contact us when their systems slow. We tried a web-based instant messaging tool (<http://www.chatcreator.com/chatbox/chat/33554>) with mixed success. I don't want to give up on this approach, but many libraries don't want to use it, for perfectly understandable reasons. Regardless of the method, however, we strongly encourage all libraries to let us know when significant slowdowns occur.

For circulation staffs, we ask that you give us three pieces of information (at least):

- how long the delay is (e.g. "10 seconds to do a checkin")
- how many workstations are experiencing the slowness (e.g. "All")
- how long it's been slow (e.g. "since 10:00")

Serials cataloging & Subject headings workshops

Maggie Horn, of the SUNY Office of Library and Information Services (OLIS), will do a full day Serials Cataloging workshop at UHLS on 4/25, from 9:30 - 4:30. We will provide lunch. This session will include a review of the workshop she gave last year, with a "focus mainly on major/minor changes with how to close off records and link them. Also what to do when the serial title actually dies (and leaves no heirs!)."

Please let me (Joe) know by 4/18 if you plan to attend.

Maggie will also do a Subject headings workshop at UHLS on a date to be determined.

Cataloging reports

We wrote a report to identify mismatches between a bib record's record type (000 position 7) and the description in its 245\$h. We fixed some of the mismatches with a program, but are working in the Database Maintenance Advisory Council to decide how to handle the majority (3,312).

Post-upgrade problem with fines

Since the last Horizon and HIP upgrades, some libraries have reported that patrons are being charged fines when they renew an item on its due date, but after the library has closed. One library reported that a patron received a fine even though she returned the item while the library was open. UHLS had reported this problem to SirsiDynix and received the reply that it was a known bug, that it has existed for a long time, and that there are no plans to fix it. Joe will push SirsiDynix to fix the problem and/or to give us an official explanation of its cause and their plans to correct it.

ESIP

ESIP is SirsiDynix's new protocol that enables third party applications like *SAM* or *3M Self-checkout* to authenticate users against the Horizon patron database. Now, APL and GUIL have separate *SIP2* licenses installed on their own servers. One *ESIP* license can be used by multiple sites, however, so we will install it on a UHLS server for use by APL, GUIL, and any other library that needs it.