



## Automated Services Committee

October 23, 2007

MINUTES

### PRESENT

Voting: Marcia Middleton (APLM), Nancy Pieri (BETH), Joe Makowiec (BRUN), Richard Naylor (COLN), Debbie Shoup (EGRN), Barbara Nichols Randall (GUIL), Judy Felsten (RCSC), Joe Thornton (UHLS)

Non-Voting: Geoffrey Kirkpatrick (BETH), Rob Carle (UHLS)

9:10 AM Meeting called to order by Philip Ritter, Chair

### I. Minutes

Minutes of the September 25, 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. LibraryThing for Libraries

G. Kirkpatrick gave a demonstration about "LibraryThing for Libraries." He noted that it is a catalog enhancing tool (like Syndetics) not a search tool. When searching for a book, for example, LibraryThing shows other editions and then it shows similar books. The list of similar books is drawn from books most likely to be owned by someone who owns the item being searched. This is analogous to the "Customers who Bought This Item Also Bought" line in Amazon.com. This makes it useful as a tool for Readers Advisory.

R. Naylor expressed a strong interest in LibraryThing and asked if it was possible to limit the search results to a single library. Both G. Kirkpatrick and J. Thornton felt that it was probably something that could be done.

LibraryThing is a website where people can catalog their personal libraries and add in their own searching information ("tags").

Discussion regarding the cost of LibraryThing as an enhancement to the HIP. The cost is based on annual circulation and seemed to run about \$20,000 per year for UHLS. Discussion about the fact that much of the cataloging and keyword "tags" in LibraryThing are done by non-librarians and therefore are easily understood by most patrons. The implementation costs for LibraryThing are minimal because it doesn't require any new equipment - it is a website that is linked into the HIP.

Discussion regarding AquaBrowser versus LibraryThing. LibraryThing is a possible add-on to AquaBrowser. G. Kirkpatrick reiterated that LibraryThing is not a search engine, but a useful tool for a Readers Advisory. M. Middleton noted that since

LibraryThing allows input from patrons that does make it useful, however the searching is only as good as the database. AquaBrowser, on the other hand, enhances the database by offering so many possible search results.

### III. AquaBrowser

J. Thornton reviewed the costs: \$49,900 for Year 1 and \$13,600 for Year 2. These are the maximum costs. There was a brief discussion regarding these figures.

### BOARD ACTION REQUIRED

P. Ritter noted that unless the Committee wished to take any other action, then the vote at the September meeting still stands and he would present the motion to purchase AquaBrowser to the Board. No other action taken.

### IV. Terminal Services

J. Thornton reported that the new server is in place and all of the current Terminal Services libraries have been migrated to it. Terminal Services is offered to everyone, but the only ones who really need it are those libraries whose circulation terminals are especially slow. Use of Terminal Services by those libraries should greatly increase the staff workstation speeds for everyone.

### V. Email hold reminders

R. Naylor had asked if hold reminders could be sent to patrons to warn them that their holds would be expiring. J. Thornton reported that it is possible to do this but that, of course, it will only apply to those patrons who have listed their email address in their profiles.

**MOTION:** N. Pieri moved to send email reminders to patrons with email accounts two days prior to hold expiration. These reminders will begin on November 1<sup>st</sup>. J. Makowiec seconded. Unanimous.

### VI. USB Flash Drives

Consensus that UHLS will make a bulk purchase of the Flash Drives and the libraries may purchase them from UHLS to sell to patrons. J. Thornton will send out an email notifying libraries that the purchase will take place.

### VII. Other Business

B. Nichols Randall suggested that J. Thornton should send an email to the members of the Advisory Councils reminding them that there is a process for reporting problems in the catalog and that these problems don't have to be major, they can be as simple as typographical errors. It was suggested that this email be sent periodically to everyone who works on the database.

D. Shoup asked if any of the libraries put a limit on the number of requests? No one did.

Discussion regarding the patron contact form on the website. Consensus that a box for an email address, barcode and telephone number should be added as optional fields with a statement that they should be filled in if the patron wanted a response.

B. Nichols Randall expressed interest in having a test message sent to GUIL patron email addresses to locate any inactive addresses. At this time, all such broadcast emails have to go through UHLS. J. Thornton will look into creating a possible web interface that will allow libraries to do this on their own.

10:30 meeting adjourned.

**NEXT MEETING: Tuesday, November 27<sup>th</sup> at 9:00 AM**

Heidi A. Fuge  
10/23/07

## **Automation Services Report October 23, 2007**

### **Terminal Services**

Our new Terminal Services server is installed and almost ready to be put into production. We hope to make it available by the end of October. All libraries will be invited to use Terminal Services for all Horizon functions, but we will focus at first on Circulation workstations at libraries that have chronic slowness problems.

### **ILS Migration Subcommittee**

The ILS Migration Subcommittee met on 10/16. Joe reported that III and Polaris both gave detailed explanations of how (and how well) their systems support consortia, especially in the Acquisitions and Serials modules. They will send lists of contacts at systems that are similar to ours, and the subcommittee will contact those sites and probably plan a road trip.

### **Subject Headings Workshop**

Maggie Horn of the SUNY Office of Library and Information Services (OLIS) gave a workshop on Subject Headings at UHLS on 9/26/07, which twelve people attended and praised.

### **Web Subcommittee**

The Web Subcommittee met to discuss the proposals from *M2Design* and *Rueckert Advertising* to redesign the UHLS web site. We chose *M2Design* and will contact them pending approval of the Board of Trustees.

### **System Slowness**

We restaged some PCs at a library to clean up a virus that was flooding our network and causing general system slowness.

### **Email 'Hold' Reminders?**

Richard Naylor asked, "Would it be difficult to send a follow up eMail or a follow-up telecirc to borrowers whose pick-up times are about over?" Evidently a COLN patron unintentionally had let her hold on Harry Potter and the ... expire, and wasn't happy about having to go to the end of the queue again (about a two month wait in Richard's

estimation).

The answer is “yes” for email and “no” for Telecirc. We could send an email reminder a day or two ahead and say, “Your hold will expire in two days. Please come and get it.” Do we want to?

### **Email to All Patrons (who have email addresses in our system)**

We sent 295 emails to the VOOR Adult patrons who have email addresses in our system. We were able to determine the bad email addresses among the 295 and report those to VOOR in case they want to contact those patrons by some other method.

We can offer this service (including emails with attachments) to any library.

### **Spam**

We’re seeing an increase in the amount of spam getting through our filters. This is partly unavoidable due to the constantly adapting tactics of spammers, but we’ve also discovered that our filters are not blocking everything they should. Jonathan is working on this problem with Ipswitch (our email system vendor).

### **Training**

As directed by ASC, Rob will visit every library within the next six months to provide them with refresher training in cataloging. He has started to schedule these sessions.

### **Cataloging changes**

In response to a request from a reference librarian we tried to improve two browse searches in stafpac, with mixed success. From an email from me:

The good news: We can fix the Video Title Browse. In that case, "Water tai chi" was appearing before "Water [videorecording]" because the subfield h was included as part of the title. In the clone database, we removed subfield h from the title index, so it doesn't affect the sort, and we added a new column to the display that shows the media type. We'll make this change in the production database in a day or two.

The bad news: Our attempt to include the author as part of the Title Browse index did not work as we hoped, for several reasons, the most serious of which is punctuation. As far as an index is concerned, "The Awakening" and "The Awakening /" are different titles. Many records have slashes and many don't. For

a very popular title like "The Awakening" the slash causes problems. In the clone, we added subfield c to the list of subfields used to build the index (a,b,n,p) and then rebuilt the index. The improvement, at least for "The Awakening," was negligible. Also, subfield c, if it exists, may contain more than the author's name. For instance:

"\$cKate Chopin ; an authoritative text, contexts, criticism, edited by Margaret Culley."

This also makes perfect sorting nearly impossible for popular titles.

### **Group purchase of USB flash drives?**

From Rawdon:

In the last Tech Advisory Council meeting, someone suggested to look into selling USB flash drives to patrons, in addition to selling floppy disks.

I have contacted a number of vendors and \$10 for a 1GB drive is a doable price but the quantity ordered must be 200+. Most 1GB drive is sold for \$12+ in retail stores so it is a very good price.

Here are the questions

- 1) is it something your library is interested in?
- 2) if so, how many will you buy initially?

### **HIP trouble**

MyList: We continue to receive occasional reports of lost MyLists. We still don't know why this happens (SirsiDynix says it's a bug), but we've been pretty successful at retrieving the titles from the missing lists and sending those to the patrons.

Crash: Jonathan has been rebuilding the ipacadmin.gdb database (the HIP database) every Monday morning. Several weeks ago the HIP didn't come back up after this rebuild. We contacted SirsiDynix who deleted over 1,000,000 old log entries which had made the database extremely (and unnecessarily) large. Since then we've had no trouble.

### **Symantec AntiVirus upgrade**

On 9/19 Jonathan sent license keys and upgrade instructions to all libraries that participated in our group purchase of the Symantec AntiVirus upgrade. We haven't heard any reports of problems with the product or the procedure.