



UPPER HUDSON LIBRARY SYSTEM

Together. For Better Libraries.

AUTOMATED SERVICES COMMITTEE

March 25, 2008

PRESENT: Tim Burke (APLM), Nancy Pieri (BETH), Joe Makowiec (BRUN), Debbie Shoup (EGRN), Barbara Nichols Randall (GUIL), Judy Felsten (RCSC), Joe Thornton (UHLS), Gail Sacco (VOOR)

9:00 meeting called to order by Philip Ritter, Chair

I. MINUTES

Minutes of the January 22, 2008 meeting accepted as presented. (no February meeting)

II. REQUEST FOR NEW I TYPES by GUIL

J. Thornton reported that Guilderland has requested two new ITypes - one for ESL items provided by Literacy Volunteers and one for video games.

- Discussion regarding the ESL items and the request for a "SIXLOAN" IType . B. Nichols Randall was uncertain what the loan period was - probably for six months. D. Shoup noted that EGRN already has an Itype for a six-month loan and asked if that could be used rather than create another one. Discussion regarding the loan parameters for ITypes - it was determined that the loan parameters are included in the libraries' individual circulation policies and are not attached to the specific ITypes .

MOTION: G. Sacco moved that J. Thornton should check and see if a current Itype will work, then GUIL should use it. If not, then a new one can be created. D. Shoup seconded. Unanimous.

- Discussion regarding the creation of the "VIDGAME" IType. B. Nichols Randall asked if any other libraries loaned video games? No one did.

MOTION: G. Sacco moved to establish VIDGAME as a new IType. T. Burke seconded. Unanimous.

III. PIN MESSAGE ON HIP

The Resource Sharing Advisory Council requested that a message be placed on the HIP advising patrons that their PIN is the last four digits of their telephone number. G. Sacco was adamantly opposed to this noting that a note explaining how to determine a password should not be put up in a public place. Further discussion. J. Thornton noted that he can set up a web form stating "click here if you have forgotten your PIN." This form would be tied into the

patron database and could access whatever identifying information was necessary to give the patron the PIN. Discussion regarding the ways in which a patron could be informed of the PIN - email? Telephone call?

MOTION: B. Nichols Randall moved that if anyone (library staff member, UHLS staff member) gets a phone request asking for a PIN, the staff member should ask for the patron's barcode and street address and then look up the PIN for the patron. J. Felsten seconded. Unanimous.

MOTION: N. Pieri moved that J. Thornton should write a script for a web form that asks for additional identifying information (barcode, street address). If all of the information matches the patron record in the database, then an email will be sent to the patron with the PIN. If the information doesn't match, an email will be sent to the appropriate library so that they can respond and correct the information. J. Felsten seconded. Unanimous.

IV. REQUEST FOR USE OF INSTANT MESSAGING TOOL

J. Thornton noted that it would be very useful if the libraries all had an IM tool so that information can be sent out quickly to the libraries. This was prompted by a three minute outage of Horizon and some of the libraries requested notification of the correction of the outage. An IM tool would allow for fast communication among library staff members who might want to notify staff in other libraries regarding a temporary change in the system. Discussion about the possibility of restricting the use of the IM tool to users within UHLS. Consensus that J. Thornton should pursue the types of IM tools and make a recommendation to the ASC.

V. OTHER BUSINESS

- B. Nichols Randall asked about the progress with MARCIVE. J. Thornton reported that it hasn't been worked on due to the slowness problem and running the information that MARCIVE needs will take a long time and will substantially affect the speed of the HIP.
- G. Sacco asked about the timing for the AquaBrowser rollout. J. Thornton reported that it is not yet ready due partly to a staffing problem at AquaBrowser during the setup. Rob Carle has an AquaBrowser training program that he has already tested at APLM and it is ready for use with the libraries. G. Sacco wants at least one general training session, at UHLS, open to all appropriate library staff members. J. Thornton will arrange this and it can probably take place by June. T. Burke suggested that R. Carle should visit as many libraries as possible for training prior to the general session, that way many staff members will hear it twice. G. Sacco wants a "Cheat Sheet" that can be handed out to the patrons to assist them in using AquaBrowser.
- G. Sacco reported that the FCC is currently discussing bandwidth and current legislation. Because there is not enough bandwidth available, certain devices (such as Kindle) have difficulty in downloading videos. Paper is still the best way to obtain books, through either paperbacks-on-demand or another type of system such as e-publishing.

- B. Nichols Randall reported that on July 17th, Capital Region BOCES will be upgrading to a new automation system, Symphony, if anyone is interested in testing the system. Their website is: <http://www.capregboces.org/>
- J. Thornton reported that SirsiDynix has laid off some staff members in the customer service area. He does not know if this will affect us.
- D. Shoup asked about WordPress. J. Thornton explained that it is basically a blogging tool but it has been used to create some very easy-to-use websites. G. Sacco noted that VOOR used a different tool in creating their book café page and it was not as flexible as WordPress.

10:15 AM meeting adjourned.

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

Heidi A. Fuge
3/25/08

Automation Services Report March 25, 2008

Request for New ITypes (requires ASC approval)

GUIL has requested two new ITypes:

1. **SIXLOAN:** to be used for the ESL items that we are getting from the Pine Hills library. These criteria were provided by the literacy volunteers at the Pine Hills Library:
 - a. can be requested
 - b. 2 renewals
 - c. .10 fine

2. **VIDGAME:** creating a new ITYPE for video games will help us better manage the fines and loan periods.

Horizon & HIP upgrades

We continue to test the upgrades to Horizon 7.41 and HIP 3.09, but have not yet set a date for the upgrades to our production servers.

System Slowness

On March 4 John Gillespie of SirsiDynix patched our installation of Sybase to version 12.5.4 ESD#7, which was released at the end of 2007. We upgraded from a version that was about ten patch levels back. Our hopes were that:

1. this patch would solve our recurring problems with high CPU usage and slow system response time, or if it didn't,
2. the patch would contain tools that would give us a better idea of which Sybase and Horizon activities (e.g. checkin, reports) are causing the slowdowns.

There was no noticeable improvement in CPU usage after the upgrade, and we've had one incident of unexplained high CPU usage since. We'll keep looking.

Planned Power Outage

On Wednesday 3/12, National Grid cut the power to our building at 10:00PM so electricians could make preparations for our new backup generator, which will be installed in the very near future. The power was restored at 1:30 AM on Thursday, and we had all systems running again by 3:00AM.

AquaBrowser

Done:

- Set up nightly script to extract updated bib records from Horizon and import them into AquaBrowser.
- Provided AquaBrowser with criteria for identifying Kids material for *Kids AquaBrowser*.
- Provided AquaBrowser with IP addresses of our libraries so patrons won't be prompted for passwords when using AquaBrowser in the libraries.
- Purchased *WebFeat* and *SMART Usage Tracker*. Waiting for invoice and license from the vendor.
- Provided AquaBrowser with ten WebFeat databases for federated searching.
- Provided AquaBrowser with a new banner & URL link to library homepage.
- Moved AquaBrowser to a virtual server, and reinstalled a copy of our database.

Still to do:

- Provide websites for Focused Web Crawler.
- Create Kids skin.

Change to "New Borrower" screen in stafpac

On the "Edit: Borrower" screen in stafpac, the only Email field that's required is "Full Email Addr." The "Email: Name" field is not required and is not used by any of the Horizon functions that we use. After polling the Resource Sharing Advisory Council, we made the "Email: Name" field uneditable for three reasons:

1. we don't need it or use it.
2. it will be one less field for circ staff to worry about.
3. it will eliminate any confusion about which field to put the email address in.

WordPress

Due to illness and a heavy workload, Joy Charde from TROY will not be able to show us how she created the TROY website with *WordPress*. However, because so many people expressed interest in doing something similar, UHLS (mainly Rob) is learning *WordPress* and will do a workshop on it in the very near future.

We will install *WordPress* on our web server for any library that requests it.

Riverway

We did a lot of work on the 2008 *Riverway* website (www.riverwaystorytellingfestival.org).

ILS Migration Subcommittee

The ILS Migration Subcommittee met on Thursday 2/28 at UHLS. We started to compile a list of essential functionality of any ILS that we can consider seriously as a replacement for Horizon. At the top of the list are Circulation and Acquisitions modules that can accommodate the non-standard aspects of our system (e.g. separate budgets, different budget years, and a complex request system). Other modules such as OPAC and Cataloging are more standardized, and less likely to disqualify any vendor from consideration.

Several of the subcommittee members will attend the *Next Generation Library Technologies Conference* at the FDR Presidential Library on May 7.

UHLS website

We evaluated *M2Design's* proposed tree structure and page designs for the new web site, which will combine the intranet and the UHLS website. We do not yet have a rollout date, and there will be a lot of work to do by us after *M2Design* finishes their templates.

EGRN MARC record export

We ftp'ed 77,591 bib records to OCLC as part of an EGRN collection assessment project. These were the bib records from our system that have EGRN items attached.