



UPPER HUDSON
LIBRARY SYSTEM
Together. For Better Libraries.

AUTOMATED SERVICES
COMMITTEE
May 27, 2008

PRESENT: Tim Burke (APLM), Joe Makowiec (BRUN), Richard Naylor (COLN), Barbara Nichols Randall (GUIL), Joe Thornton (UHLS)

9:05 AM meeting called to order by Philip Ritter, Chair. He thanked J. Thornton for sending out the Agenda and Report in his absence.

I. MINUTES

Minutes of the April 22, 2008 meeting accepted as presented.

II. AQUABROWSER STATUS

J. Thornton reported that AquaBrowser is just about ready to go. He still has to work on the functionality of the focused WebCrawler, but that will not hold up the rollout of AquaBrowser. Discussion regarding the first page of the AquaBrowser part of the online catalog. The words "Welcome to AquaBrowser Library" will be changed to Upper Hudson Library System.

B. Nichols Randall noted that the explanations on the opening AquaBrowser page are too prominent and should probably be under the "Help" section. She also suggested that the Adult Services Advisory Council should look at this page and possibly try it out on a few "test" patrons.

Discussion regarding the Search box at the top of the page. Does it appear on every page?

T. Burke suggested that an explanation of the buttons at the top of the page (i.e. "Traditional Search," "Kids Search," etc.) should be placed on the first (opening) page in the large white area below the gold line.

J. Thornton asked if the AquaBrowser page should be available to library staff members to test even though it is not yet completely linked into all of the online databases? Consensus that there should be a "soft rollout" to all member library staff members with specific tasks assigned to the members of the Youth and Adult Services Advisory Councils. It should be noted in this rollout that the site is still under review/construction and that this is not the final product, but is very close to the final product. J. Thornton will ask J. Benedetti and M. Fellows to have their Advisory Councils hold meetings in June to review the page(s) in time for official rollout on July 1st.

III. DATABASE CLEAN-UP

J. Thornton reported that he sent 25,000 records to MARCIVE for brief record upgrades. He is still waiting to hear about those. In addition, he sent 8,830 kids records from 2000 to the present that do not have a 520 field. They have been returned and have been loaded into the database.

B. Nichols Randall suggested that it would be nice to have the 25,000 records back from MARCIVE by July 1st when AquaBrowser is scheduled to be available.

IV. WEBFEAT

J. Thornton reported that the work on WebFeat is just about finished and that the staff at AquaBrowser has been good about checking the results. At this time, there is still a problem with the WebFeat connection to Novelist and InfoTrac Jr. Discussion regarding using the WebFeat page as the main page for the online databases. There would have to be some explanation of the databases added to this page. J. Thornton will have to find out if it is possible to make any changes on the WebFeat page. Consensus that there were not enough libraries represented at this meeting to make a final decision about the WebFeat page and the online databases - the larger libraries use their own pages for the databases and so it would only be the medium and smaller libraries that would be affected by this decision.

V. UHLS WEBSITE

J. Thornton reported that the work by M2Design is done and UHLS must now take on the task of populating the pages. M2Design populated a few pages in order to give us a template. The Web Committee has approved the site architecture and that will basically be followed throughout the page-populating. Discussion regarding a map of the two counties. Consensus that J. Thornton should continue the link to the Google map with the libraries' locations. T. Burke suggested that it would be even nicer if the area of the two Counties could be defined in different colors on a state map. This cannot be done with the current version of the Google map.

Discussion regarding how to populate the pages and the amount of work that needs to be done. J. Thornton noted that this is a lengthy and time-consuming project.

J. Makowiec questioned whether doing the pages as htm files will limit future changes.

VI. OTHER BUSINESS

J. Thornton reported that the slowness problem being experienced on the Horizon system is related to something that is happening in one or more of the libraries. He is not able to isolate the problem but when the libraries are closed, the CPU usage drops dramatically. Discussion. Would a bigger server make the problem less noticeable?

R. Naylor asked if the system could be tweaked to give priority to circulation functions at a time when there is a system slowdown. J. Thornton didn't think that this could be done. He noted that he would love to be able to see what Horizon functions are running when the CPU is high. He has been in contact with a new tech person at Horizon who might be able to help.

NEXT MEETING: Tuesday, June 24th at 9:00 AM

Heidi A. Fuge
5/27/08

Automation Services Report May 27, 2008

WordPress

We held a workshop on *WordPress* on Thursday May 15 from 9:00 - noon in the large meeting room at UHLS. Rob demonstrated how to install it, create posts and pages, upload images, and change themes. Mary Jo Daly and Joy Charde demonstrated the outstanding work they've done with *WordPress* at STEP and TROY, respectively. After the meeting several people asked if we would install it for them. At this time the following libraries are using *WordPress*: ALTM, COHS, EGRN, NASS, PTRB, SNLK, STEP, TROY, and VOOR.

AquaBrowser & Kids AquaBrowser

We're getting close. We've made some changes to the headers on the general and Kids *AquaBrowser* pages.

- AquaBrowser: <http://aquabrowser.uhls.org/>
- Kids AquaBrowser: <http://aquabrowser.uhls.org:8080/>

The main recent change is the addition of the blue text on the left side of the banner that identifies the interface as **Enhanced Search** or **Kids & Teens Search**.

Still to do:

Focused Web Crawler still needs to be finished, but we can go live without it.

- Remote RPA authentication for external *WebFeat* connections (we may go live before this is completed, too, with *AquaBrowser's* approval)
- *Locations* still need work.

Up to date progress reports can be seen on the Automation Services blog:

<http://uhls.org/autosvcs/blog/>

WebFeat

The *WebFeat* box now shows on the *AquaBrowser* main page (not in Kids *AquaBrowser*). There's still work to do but feel free to try it: <http://aquabrowser.uhls.org/>

From Tim Jones at *AquaBrowser* (5/8/08):

Most of the databases are working on your non-kids site. We're having some compatibility issues between AB and WF with Science Reference and Health Reference it looks like.

Novelist and Info Trac Jr. don't appear to be working right in the *WebFeat* native interface, so you may want to check with them about that.

AquaBrowser is working on the Science Reference and Health Reference databases, and we're working with *WebFeat* on Novelist and Info Trac Jr.

Jonathan has started to compare *WebFeat's* database descriptions with the descriptions on our *Databases* page, and will choose the better of the two.

Database cleanup

We sent MARCIVE two files of bib records that were selected with the following criteria:

- an 082, no 6xx, and no 8xx. This retrieved 25,625 records to be processed by MARCIVE's BRU (Brief Record Upgrade) service. This service will replace brief records with more complete records, hopefully including subject headings, from MARCIVE's database .
- 260\$c 2000+, no 520, and a 'Kids' IType. This retrieved 8,830 records to be processed by MARCIVE's MRE (MARC Record Enrichment) service. The MRE options that we chose are:
 - Book Summaries: These will go into a MARC 520 tag.
 - Author Notes. These will go into a 905 tag.
 - Accelerated Reader ("includes the Study Program Name, the Reading Level, the Interest Level, the Point Value, and the Quiz Number"). This will go into a 526 tag.

We loaded a sample set of 117 records from the MRE service into our clone database. They looked fine, so we told MARCIVE to go ahead and process the whole file. We're still waiting for the processed records to be returned.

Firewall

We purchased a Cisco ASA firewall appliance to replace our old, non-updateable, and no-longer-supported firewall.

From Rawdon:

I went to IpLogic to see Cisco ASA firewall appliance demo. The application is loaded with features and it is intuitive enough to maintain. The ASA has 5 ethernet interfaces which means we can add two more DMZ to it or use one interface as a management port. Each interface can support multiple vlan so we can fine tune it if needed. The ASA will take over the function of our gateway router. The 2800 router will step down as standby basis. The price is about \$3000 less about 8% competitive upgrade credit. The annual maintenance is about \$300. The balance of the service contract on 2800 router can be credited to the firewall.

GUI and APL will probably purchase the same appliance, so that should help us with training costs and support.

Cataloging

Rob will attend the NYLA SMART SPRING WORKSHOP on May 21, 2008 at CDLC.

It's titled, "CATALOGING 411 OR 'How I learned that catalogers are NOT trying to make my life difficult!'" The presenters are Maggie Horn of the SUNY Office of Library and Information Services, and John Myers of Union College.

From the program announcement:

This basic introduction to cataloging covers four elements: content (AACR2), communication (MARC), classification (DDC/LCC), and presentation (the catalog).

Training

I met with *MicroKnowledge* on 4/24 to discuss a coupon program that would provide subsidized training for the library staffs on Microsoft Office applications at the *MicroKnowledge* facility. They are working on a proposal for us.

Website redesign

We had four final requests of *M2Design* before starting to populate the new web site. Those requests, and the current statuses (in square brackets) are:

- We'll need at least one set of pull down menus to use as a model. In the sample images you sent they were blue with white text.
[This issue is still under discussion.]
- We never heard anything about the back end database. The "Search" button will have nothing to search. I can easily edit the text on the pages as they are, but they'll be static that way, as well as unsearchable.
[We'll have to build our own back end database.]
- When you showed us the St. Gregory's site, wasn't there a web-based editing interface that your programmer built? [This will not be provided by *M2Design*.]
- Do you have the final tree structure that we discussed at our last meeting?
[We received this from *M2Design*.]

APLH & APLP

At the request of APL, and with their guidance, we wrote a script to change all APLP and APLH items that were not in cataloging to 'staff only,' and another script to change the status of all APLP and APLH items that were not checked out, in cataloging, or in transit to 'Archived.' The 'staff-only' change required that we run a Horizon utility called 'callindx,' which ran for several days. To minimize the negative impact on system response time during library hours, we started the job every night at 11:00 and stopped it the following morning at 7:00.

System slowness

[from the Automation Services blog]: For what it's worth, the charts below show that the high CPU usage that is (probably) responsible for this weekend's (5/17 & 5/18) terrible response time was caused by activity in the libraries. In other words, it's not a hacker or a runaway process on the server. At 5:00 PM on Saturday and Sunday CPU dropped precipitously. We don't have a way of seeing what every workstation is doing, but we can see that almost all CPU is used by Sybase (i.e. Horizon). We'll continue to work on the problem.

Saturday 5/17	17:25	2.9	17:05	24.6
Time	17:30	4.2	17:10	7.2
-----	-----	-----	17:15	3.5
16:30			17:20	3.1
16:35			17:25	5.8
16:40			17:30	3.1
16:45				
16:50				
16:55				
17:00				
17:05				
17:10				
17:15				
17:20				

	Sunday 5/18			
	Time	CPU %		
	-----	-----		
	16:30	25.4		
	16:35	35.3		
	16:40	41.3		
	16:45	32.6		
	16:50	72.0		
	16:55	53.7		
	17:00	40.1		

CPU usage was high again on Monday 5/19 so we asked the usual questions:

- Did anyone work on reports or special projects this weekend (especially people who don't usually work on weekends)?
- Is anyone running any kind of Horizon reports now? This includes the "Adhoc Stat Reports" in the Horizon client.
- Is anyone using ReportSmith? Does anyone have an inactive ReportSmith application running?
- Is anyone running SQL Advantage?
- Is anyone doing anything out of the ordinary that would impact Horizon response time?

We monitored the "Emergency Chat" page (<http://uhls.org/uhls/chat.html>) and a few people logged in to report problems or see others' reports. We rebooted the Horizon server on Monday night (5/19) after installing the latest Solaris Performance and Security patches. Also, we reported the problem (again) to SirsiDynix.

Conferences

Joe attended the "Next Generation Library Technologies" workshop on 5/7/2008 at the FDR Presidential Library and Home, Hyde Park, NY. The featured speaker was Marshall Breeding, an expert in integrated library systems (ILS), who talked about the current state of the ILS market. This conference was of interest to us mainly in the context of our potential migration to a new system in the near future. Joe participated in a conference call to discuss the state's "Universal Broadband Access Grant Program." The money available is small (about \$20,000 per grantee), the timeline is short (must be spent by 3/31/09) and the criteria do not match our situation very well. Joe will respond to Mary Linda Todd by 5/21.

ESL & ESOL

At the suggestion of BETH, and with the endorsement of the Database Maintenance Advisory Council, we indexed the 521 tag for general keyword searches. We did this to accommodate the alternative terms ESL and ESOL.

Mail server

We renew our *IMail* maintenance contract with *lpswitch* in May, and this year's contract came with a predictable, unreasonable price hike — from \$2849 last year to \$3490. That's a 22% increase with no added features. Jonathan talked them into a 10% discount so that's a big help. At ASC I've suggested a couple of times that we should investigate alternative products, and Jonathan has done just that a few times over the past couple of years. But because *lpswitch* usually gives us a discount when we threaten to leave them, and because it would be a *major* pain to switch mail servers, we've stayed put. So we're good for at least another year, but this gives me an opportunity to point to an earlier blog post about outsourcing email just to keep the topic alive: <http://uhls.org/autosvcs/blog/?p=36>