



PRESENT: Timothy Burke (APLM), Joe Makowiec (BRUN), Ann Stutzman (COLN), Barbara Nichols Randall (GUIL), Paul Hicok (TROY), Joe Thornton (UHLS)

NON-VOTING: Marcia Middleton (APLM),

9:05 AM meeting called to order by Philip Ritter, Chair. He welcomed A. Stutzman and noted that she was representing the Wm. K. Sanford Library.

I. MINUTES

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

II. AQUABROWSER

P. Ritter noted that he handed out copies of the emails from Judy Felsten and Nancy Pieri who could not be present at this meeting.

P. Hicok expressed concern about the lack of people present. He was dismayed that the decision to purchase AquaBrowser had been made at a meeting where there were only a few libraries represented.

J. Thornton reported that AquaBrowser was still not completely functional. There are still several unresolved problems and he has withheld the final \$7,000 payment.

- There is a problem with deleted bib records. At this time, the only way to remove records for deleted records is to do a massive export and import of the entire database to AquaBrowser. This is an extremely time consuming process, taking over ten hours to complete. He suggested that perhaps one solution would be to give AquaBrowser a list of the deleted items and have them handle the changes.
- There is a problem with the external links that search the databases. The external search is still not authenticating users, so that even people without a UHLS member library card can use those databases. This is contrary to our contract with the database providers, but UHLS is making a good faith effort to get AquaBrowser to correct this.
- Two of the three add-ons to the AquaBrowser product are not working: the External Sources link and the Focused Web Crawler. J. Thornton suggested dropping these add-ons. M. Middleton suggested that since there hasn't been a strong push to publicize AquaBrowser, it can't be determined if patrons would use this if they were working and available. She suggested holding off on dropping them.

P. Hicok was adamant that the decision to purchase AquaBrowser was made by a group that was not a sufficient representation of the member libraries. He noted that his staff finds it extremely difficult to use and he feels that the software is poor and inadequate. He urged a review of the ASC and UHLS By-Laws in order to make the ASC more representative of the member libraries, especially at the time of major decisions.

B. Nichols Randall agreed with P. Hicok that there is under-representation at the ASC meetings. It is difficult to send a staff person since many of the ASC decisions are at a Director-level for discussion and determination. Should the ASC make-up be changed? Discussion regarding the effectiveness of the Central Library Advisory Council and the fact that it seems to provide adequate representation to all of the libraries.

P. Ritter noted that any change in the composition of the ASC would be a UHLS Board decision.

Consensus that P. Ritter will ask Debbie Canzano to put a discussion about the composition of the ASC on the agenda for the December Directors Association meeting. (No meeting in November due to NYLA Conference) and it will also be put on the Agenda for the next ASC meeting.

B. Nichols Randall suggested that the Directors Association should also be asked to discuss the AquaBrowser issue. A. Stutzman noted that Richard Naylor asked her to tell the ASC that he would approve canceling WebFeat.

Consensus to defer discussion about AquaBrowser and WebFeat to the Directors Association. J. Thornton will continue to withhold the final payment.

III. EMAIL

J. Thornton explained the situation regarding email addresses that have been maintained for member library staff who have left employment or who have moved to another library within the System. He asked how the email accounts should be handled and noted that a disgruntled staff member complained when an email account was canceled and that person simply moved to employment in another UHLS library.

B. Nichols Randall noted that generally staff members are required to give two weeks notice when leaving. This should give them plenty of time to save any information in their email account, then that account should be canceled when they leave. She feels very strongly that the information in the emails belongs to the employer, not to the employee and that therefore the account should be canceled when that person is no longer an employee; especially if there is confidential information relating to the library.

J. Thornton responded that as a professional courtesy that account could be maintained for a certain length of time in case that staff member showed up at another UHLS library. It was suggested that the account be frozen for 30 days and if the person doesn't show up at another library, the account should be canceled.

It seemed to be the consensus of those present that it was the responsibility of UHLS to determine how these accounts would be handled and to also set policies regarding the security parameters of the email accounts. Committee members did not think that it was the responsibility of the ASC to make these decisions.

IV. GATES GRANT

J. Thornton reported that he is creating a spreadsheet to gather the information requested by DLD for the new Gates grants. He is not sure if any of the libraries will be eligible for these grants, or even what the grant amounts would be. However, the data collection is mandatory. He also isn't certain who the State will contact for the information - they might call UHLS, or they might call the individual libraries. It is still very uncertain as to how any of this will work.

V. OTHER BUSINESS

M. Middleton asked why the loaner laptops have Vista? She thought that they were going to have Windows XP. J. Thornton noted that he left the selection of the software up to Rawdon and that this seemed to be a better solution.

M. Middleton noted that she was pleased to learn about the training available through MicroKnowledge and asked if it could include some technical training, not just training on various applications, but warned that technical training was usually much more expensive. J. Thornton responded that \$5,000 will be "banked" with MicroKnowledge and the training will simply be drawn from that account. M. Middleton asked if it would be necessary to draw up any guidelines as to how this training could be requested so that it would not be used up totally by those wanting the more expensive technical training. J. Thornton responded that he will deal with the situations as they arise.

10:10 AM meeting adjourned.

NOVEMBER 25th and DECEMBER 23rd meetings were canceled.

NEXT ASC MEETING: Tuesday, December 16th at 9:00 AM at UHLS.

Heidi A. Fuge
10/28/08

Automation Services Report October 28, 2008

Gates Grant

Phil and I participated in a State Library conference call where we discussed a New Gates Foundation Initiative: "Increasing Internet Connectivity in Public Libraries."

We were not told how much money is available, the length of the grant, or what the criteria are for eligibility. They did say that it's "an honor for New York to be chosen to be a part of this pilot."

The process:

Phil, Jo-Ann, and/or I will be contacted by Gates consultants to gather the information listed below. If we don't have the information then the consultants will call the libraries directly (actually, they may call some libraries directly whether or not we have the information at UHLS). They will ask about internet connectivity, specifically:

1. Connectivity speed purchased
2. Service type (DSL, T1, etc.)
3. Monthly price
4. Provider
5. Decision-making entity
6. Organization responsible for funding

Eight libraries (APL, BETH, BRUN, COHS, COLN, GUIL, HOOF, WSTR) sent me their answers to the six questions above. This week the state sent a 'communication piece' that explains the process a *little* better, and a spreadsheet to be filled out. I'll forward the letter to the libraries (a copy is attached) and solicit the information again. If you don't know the answers and would like our assistance please let me know.

AquaBrowser

Two problems

- We still need to do a full export of bib records from our catalog and import them into *AquaBrowser* in order to remove deleted bib records from *AquaBrowser*. It takes about ten hours to export the records from Horizon and about three hours to import them into *AquaBrowser*. We've asked AquaBrowser (the company) to find a way to delete records in *AquaBrowser* when using a list of bib numbers that we would supply. So far no answer, so we continue with the thirteen hour practice.
- Since *AquaBrowser* went live on 8/1, the External Sources function hasn't worked reliably. This is the blue box in the bottom right corner that searches ten of our online databases using the same search terms the user entered in *AquaBrowser*. Sometimes it returns results and sometimes it doesn't. Also, authentication of external users is not yet working correctly in the production version. It seems to work okay in the staging version, and I've requested that AquaBrowser move it to production, which they have not yet done. Since *WebFeat* is of questionable utility (next item in this report), I propose that we drop the *WebFeat* section of the *AquaBrowser* interface.

Also, since one of the other add-ons that we purchased (*Focused Web Crawler*, the third being *Kids AquaBrowser*) has not yet been installed, I recommend that we drop that, too, and deduct the costs from the final payment of \$7,000, which I've been withholding pending the completion of the *AquaBrowser* installation.

WebFeat

We purchased *WebFeat Express* when we purchased *AquaBrowser*. We configured it for our databases and announced it several times (<http://wfxsearch.webfeat.org/wfsearch/menu?cid=12236>). At an ASC meeting the large libraries said they would probably never use it. Subsequently, some smaller libraries said they preferred the old databases page (<http://uhls.org/uhls/Databases/index.cfm>), which will be reformatted as part of the new UHLS web site.

If I'm reading the statistical reports correctly (I'll confirm this with WebFeat), the interface is not being used at all. I propose that we cancel our *WebFeat* subscription, which expires on 3/23/09.

“Loaner” laptops

We purchased eight Windows Vista laptops with Microsoft Office, a wireless access point, and security cables to be made available for use by the libraries. To request the use of all or some of the laptops, send your request to bookit@uhls.lib.ny.us

ILS Migration Subcommittee

On October 17 the ILS Migration Subcommittee had a teleconference and a WebEx demo of *Evergreen* with two representatives of Equinox Software. A report of that meeting is attached (“ILS Migration Subcommittee.doc”) and also available on the Automation Services blog: <http://uhls.org/autosvcs/blog/?p=166>

I'm in contact with Marc Roberson — VP, Library Partners with LibLime — and trying to get him or another rep to visit or teleconference us to discuss their services.

Website redesign

We continue to move our existing web site and intranet documents to the new web site, and to create new documents where required.

Email

The Technology Advisory Council discussed the question of how to handle email accounts (delete? disable?) of library staff members who leave. Occasionally they leave one library and move to another UHLS library. Sometimes the first library asks us to delete the account, and when the staff person surfaces at the new library they're not pleased to learn that their email accounts no longer exist. We recommend the following procedure: when a staff member leaves, we will disable (not delete) the account and if not told otherwise within thirty days, we'll delete it. Is this acceptable?

Related: I would like to keep alive the possibility of eventually dropping support of email and letting the major email providers (Yahoo, Google, Microsoft, etc.) handle it. A related blog post on the Automation Services blog is here: <http://www.uhls.org/autosvcs/blog/?p=36>

Email security

Last month we requested that all email users who had never changed their default passwords change them to something more difficult to plug a serious security hole. Many people did (thanks) but there are still quite a few who have not. Nancy Pieri made the suggestion, which I like a lot, that we send the complete list of weak password holders to the directors and ask them to encourage their staff members to change their passwords. The steps:

1. Go to <http://mail.uhls.lib.ny.us>
2. Login to your email account. If you can't login because you don't remember your password, contact support@uhls.lib.ny.us, or call Jonathan Koppel (437-9880 x229).
3. Click the 'Preferences' link at the bottom of the left pane.
4. Enter (twice) your new password in the 'Change Password' section of the right pane. Rules: "The password you choose must be at least six characters in length and cannot exceed thirty characters. Additionally, it must contain at least one lowercase letter, one capital letter, one number, one special character and no white space characters."
It's not as hard as it sounds. For instance '28_Essex' would qualify.
After entering your new password twice, click the 'Save' button at the top of the 'User Preferences' screen.
5. If you have any trouble at all with changing your password or accessing your email account after you change it, please contact us immediately (email support@uhls.lib.ny.us or call Jonathan at 437-9880 x229).

WordPress workshop

On 10/7 Rob conducted a follow up workshop for anyone interested in starting or changing a website using WordPress. Eight people attended.

Related: There are still a few libraries that have no website. We will encourage them, and help as much as needed, to use WordPress to build websites for their libraries.

Mass emailing

We created a temporary mailing list: WTVT_Patrons for WTVT to use to invite patrons to an event. The list contained 117 patrons with BType = WTA (WTVT Adult). This service is available to all libraries. We will use the email addresses in our database and either send (if it's plain text) or create a mailing list for you to use to send (if it's a graphical message) email to your patrons.

Training (MS Office, etc.)

I met with MicroKnowledge and received a proposal from them to establish an account with \$5,000 of the supplemental state aid we received this year. They gave us a discount rate and the account may be used for individual or class instruction at MicroKnowledge or at the libraries. The account will not expire but it would be best if we spent it all in 2009. We'll have more details later.

Networking

As always, Rawdon has been busy consulting and working at the libraries to assist with networking issues. For example (from Rawdon):

APLM - working with APLM to create clientless VPN access to its firewall.

COLN - met with the director and tech person to propose a networking upgrade and also to assess its IT projects. Accepted their request to be their 'chief' consultant to roll out domain controller, and terminal server.

Miscellaneous

John Love (BETH) reported that *AquaBrowser* does not work correctly with IE8, which is still in beta. We'll keep an eye on it, but in the meantime, please don't upgrade to IE8.

Richard Naylor reported problems with Windows XP Service Pack 3. So far we're aware of a problem with *Fortres 5.5* security software (version 6 is okay), and also a problem with some fonts. Overall it does not appear to be a major concern.