



**PRESENT:** Timothy Burke (APLM), Geoffrey Kirkpatrick (BETH), Joe Makowiec (BRUN), Peggy Mello (COLN), Evelyn Butrico (EGRN), Barbara Nichols Randall (GUIL), Judy Felsten (RCSC), Candy Wilson (RVLL), Mindy Fowler (SNLK), Joe Thornton (UHLS), G. Sacco (VOOR)

**VISITOR:** Karrie McLellan (EGRN)

9:00 AM meeting called to order by Philip Ritter, Chair. He welcomed P. Mello and G. Kirkpatrick and noted that they were representing the Wm. K. Sanford Library and Bethlehem respectively.

#### **I. MINUTES**

Minutes of the February 24, 2009 meeting accepted as presented.

#### **II. SYSTEM SLOWNESS**

J. Thornton noted that although EGRN is the library mentioned in his report in the section dealing with the system slowness, he did not mean to imply that EGRN was the only cause of the problem. All libraries have network problems occasionally.

#### **III. PRE-OVERDUE NOTICES**

J. Thornton reported that he has heard from two libraries that they had patrons who were not happy at receiving emails reminding them that they had items that would be due in two days. Discussion. Consensus to continue with the emails; it was felt that the patrons who did not like them probably had not read them correctly and assumed that they were being reminded about overdue items.

Further discussion. J. Thornton will send out an email to all patrons who have selected the email notification method alerting them that there is a NEW PROCEDURE and that "as a courtesy" and "for your convenience" these pre-overdue notices would be sent via email.

#### **IV. OTHER BUSINESS**

- J. Thornton noted that the request pop-up on the HIP no longer states that patrons would be notified by phone when a request is available. This was to correct the situation where patrons asked for email notification, but the request pop-up continued to say "phone" notification.
- G. Sacco asked if J. Thornton could place any other gadgets (such as Yahoo) on the UHLS website (along with the iGoogle gadget). She was not exactly certain as to which gadgets her staff wanted and so will check back with them and then contact J. Thornton.
- Discussion regarding the CPSIA Weeding Report created by the Automation Department. T. Burke and B. Nichols Randall noted that the report is flawed. G. Sacco expressed concern about using a report that is known to be inaccurate. Discussion about the way in which the report might be changed/modified to give more accurate information. J. Thornton will try using that report and then removing items added after 12/31/1996. He will also look into other ways in which the report can be made more useful.

- G. Sacco asked if UHLS was charging TROY for printing the mailing addresses of Troy adults on envelopes and wondered how VOOR could use this service. P. Ritter noted that it was his decision not to charge TROY for printing the addresses on the envelopes. J. Thornton noted that he would not do this again since the job is way too large and the only UHLS printer that does envelopes requires them to be fed manually. However, he would certainly be able to give any library a list, in almost any format, of their patrons that could be taken to a mailing service to do the work.
- E. Butrico asked if the slowness problem in the automation system might be resolved if all of the libraries used the same service provider to connect to the System. Consensus that this would not be feasible and would probably not make a difference in the system speed. J. Thornton noted that the Sybase applications are the places where the slowdowns occur and the UHLS Automation Department is constantly monitoring these.
- T. Burke asked if there was any System-level investigation into Stimulus funds for libraries? P. Ritter responded that the only libraries eligible to receive Stimulus funds were those rural libraries with broadband connections under 1.5. None of the UHLS libraries are in this category - all have connections above this speed. In addition, none of the next phase of the Gates grant funds are available for UHLS libraries due to the same situation. P. Ritter reported that he and J. Thornton participated in a conference call with all of the other library systems and the Division of Library Development where these guidelines were explained.

Meeting adjourned at 9:50 AM.

Next meeting: Tuesday, April 28<sup>th</sup> at 9:00 AM.

(Note: starting in July, meetings will be held only on Fridays)

Heidi A. Fuge  
3/24/09

## **Automation Services Report March 24, 2009**

### **Notices**

We have 30,000+ patrons who do not get email or Telecirc notices. I had suggested the following:

- Change the send\_notice\_by value to 'email' for all patrons who have an email address in our database. This would affect even those patrons who changed their minds at some point and switched back from email to Telecirc, because their email addresses are still in the database. I believe this would be a very small number, if not zero.
- Change the send\_notice\_by value to 'Telecirc' for all patrons who do not have an email address in our database. This change would affect the 30,000+ patrons mentioned above.

I had hoped to reduce greatly the number of printed notices that we send, since I think the vast majority of the printed notice recipients are probably unaware that there are other options. The directors who responded, though, feel that there are people who insist on getting printed notices, and that this change would cause more problems than it solves.

So to try to steer as many patrons as possible to email, we created a link on the UHLS website, which points to a web form where the patrons can choose email as their notification types. We also asked the libraries to publicize this option on their websites. Several did, and the results have been encouraging. Previously, the link on our old website was used by about four people a day to change notification type. Since we added the links to the new UHLS site and some library sites, almost twenty people a day switch to email. Since we started this service in November 2004, 6000 patrons have switched.

### **System slowness**

We had a few days of very poor system response time. We identified a potential source of the problem in the recent incidents, and possibly something to investigate as a general cause of our recurring slowness problems. During the recent slowdowns EGRN called the earliest in the day and the most often, so they seemed to be suffering more than other libraries. Twice when we found Sybase blocked processes that were holding up other transactions, they belonged to EGRN. Rawdon is working with Karrie McLellan at EGRN and their network specialist to resolve the problem.

The more general question is: Can network latency at one library slow the whole system down? I think the answer is yes, but we have asked SirsiDynix for confirmation and also to suggest a remedy.

### **Pre-overdue notices (ASC discussion)**

As decided by ASC at our last meeting, we wrote a script that alerts borrowers two days before an item is due, but only if the loan period was for five or more days. We send about 500 of these emails a day.

#### *Discussion:*

- What is the preferred timeframe? Now it's "loans of five or more days."
- Do we need to develop a local 'My Preferences' system that patrons can use to opt in or out of this and other services?

## **iGoogle gadget**

At Marcia Middleton's suggestion, we created a gadget that patrons can put on their iGoogle pages to search our catalog directly from that interface. We linked it to AquaBrowser but could change it to the HIP if people insist. We could also create gadgets that search individual libraries (again, in AquaBrowser or the HIP).

We put it on the UHLS home page ([www.uhls.org](http://www.uhls.org)) in the lower left part.

## **UHLS website**

We created an RSS feed of the "News and Events" page on the UHLS website. There's an RSS icon on the home page ([www.uhls.org](http://www.uhls.org)) and also on the "News and Events" page itself ([www.uhls.org/new/news.asp](http://www.uhls.org/new/news.asp)). Both icons point to the same feed.

We had to build the feed manually, and will have to maintain it manually, so there's some room for error. Please let us know if you have trouble with it at any time.

## **Credit blocks**

As discussed at the last ASC meeting, libraries are no longer able to delete credit blocks, although UHLS still can. We had settled on a procedure where the libraries would simply forward the "credit block" emails to *support* and then we would delete them, but the following libraries asked us to delete them without asking: APL, COLN, EGRN, GUIL, RCSC, and TROY. If any other library wants to join this list please just ask.

## **CPSIA**

Although we have a one year stay of testing and certification requirements for certain products to be regulated under the Consumer Product Safety Improvement Act (CPSIA), a few Youth Services librarians asked for a report to show which parts of their collections would be affected.

We modified the "Collection Weeding" report on the web reports page (<https://horizon.uhls.lib.ny.us/reports/>) to show only items published before 1985.

The modified report is named "CPSIA Weeding Report."

## **Horizon & HIP upgrades**

We made many changes, mainly at the request of the Resource Sharing and Database Maintenance Advisory Councils, to the screens in the Horizon staff client, to restore the pre-upgrade appearance.

## **AquaBrowser**

On Saturday 3/14 we did a full import of our Horizon database into the AquaBrowser database. Then on Sunday we did our normal incremental update (just the previous day's changes).

Something went very wrong, which we're working with AquaBrowser now to fix. The small, incremental update wiped out the entire database. We rebuilt the full database on Monday 3/16.

## Training

So far eight people have signed up for a total of twelve classes, taking advantage of the \$5000 of discounted training credits we have on account with *MicroKnowledge*. There's plenty of money left, so please encourage your staff to consider taking a course. *MicroKnowledge* will also come to a library to give classes if there's enough interest.

Please contact Rob Carle to schedule a class or if you have questions.

Rob: [rob@uhls.lib.ny.us](mailto:rob@uhls.lib.ny.us)

Phone: 437-9880 x238

## TROY mailing

We wrote a program to generate a list of 28,664 TROY adults for whom we'll print mailing addresses on envelopes that TROY will provide. The program combined, and deduped as well as possible, our patron database and a file of Troy registered voters.

## Riverway

We completed the major changes to the 2009 Riverway site: [www.riverwaystorytellingfestival.org](http://www.riverwaystorytellingfestival.org).

## Grants

Phil and Joe participated in a phone conference where we discussed, among other things:

1. LSTA Service Improvement Grant Program Update
2. Governor's Office for Technology (OFT) Grant Opportunity
3. Gates Foundation Hardware Grant Update
4. Gates Foundation new grant initiative – Opportunity Online Broadband Grant program

The Gates Foundation Hardware Grant was the only discussion really applicable to us. We're in the final stages of that grant, and the others deal mainly with broadband access to libraries with connection speeds below 1.5 Mbps, of which we have none.

## Adobe warning

From the Adobe web site:

A critical vulnerability has been identified in Adobe Reader 9 and Acrobat 9 and earlier versions. This vulnerability would cause the application to crash and could potentially allow an attacker to take control of the affected system. There are reports that this issue is being exploited.

My opinion is that there's a very low risk of UHLS being attacked (most of these attacks are targeted).

We're probably safe enough if we only open PDF documents from absolutely trusted sources.

If you want to take an extra step, in Adobe Reader: select "Edit," "Preferences," "JavaScript," and uncheck the box next to "Enable Acrobat JavaScript." Adobe was supposed to have issued a patch on March 11, but I haven't seen it yet.

### **STEP Technology Plan**

We (mainly Rawdon and Jonathan) continued to work with STEP to develop a technology plan and to clarify our responsibilities and commitments.

### **Miscellaneous.**

1. We modified the report that COHS uses to monitor (to the penny, at the insistence of city officials) the cash that they take in every day.
2. Updated the copy records and summary of holdings information for GUIL serials.