



PRESENT: Tim Burke (APLM), Geoffrey Kirkpatrick (BETH), Joe Makowiec (BRUN), Evelyn Butrico (EGRN), Margaret Garrett (GUIL), Pat Sahr (NASS), Candy Wilson (RVLL), P. Hicok (TROY), Joe Thornton (UHLS), Gail Sacco (VOOR)

9:34 AM meeting called to order by Philip Ritter, Chair. He thanked people for attending on this new day (Friday) and time (9:30 AM) and noted the representatives from BETH and GUIL.

I. MINUTES

Minutes of the June 23, 2009 meeting accepted as presented.

II. TELECIRC

J. Thornton noted that this topic was prompted by a patron who was unhappy with the way that the telecirk call mispronounced her name. Brief discussion. Consensus that the ASC chooses to take no action on this since it is mainly out of our control.

III. OTHER BUSINESS

Jonathan Koppel's position at UHLS

- G. Sacco asked what would happen with Jonathan Koppel's position when he leaves at the end of this month? J. Thornton noted that is still under discussion. Jonathan is responsible for desktop support, hardware support, Help Desk, email, tape management, and the Gates Grant. This is a good time to re-evaluate the position and the needs of the Automation Department. P. Ritter noted that Jonathan had worked at UHLS for eight years. This new job was a good opportunity for Jonathan and everyone wished him well. G. Sacco asked if J. Thornton would send an email to the Directors asking for feedback on Jonathan's position and the services provided.

ProQuest information from ALA Conference

- G. Sacco reported that she spoke with a ProQuest rep. at the ALA conference. The rep. showed her a program that might possibly be used as a marketing tool to promote the online databases and other library services. Committee members viewed the program and thought that it might have some usefulness, especially if it could be manipulated and just certain slides could be used. G. Sacco volunteered to contact ProQuest and ask about using it.

Afternoon program at Directors Conference

- E. Butrico reported that the Directors Association Conference Committee (J. Wines, E. Butrico, G. Sacco, T. Burke) would like to have the Conference's afternoon program deal with Open Source systems vs. Proprietary systems. They see this program as a way to open up the discussion regarding the migration to a new Integrated Library System (ILS) and give Directors the opportunity for input on what features they would like in the new system. J. Thornton asked how this would coordinate with the current ILS Migration Committee. He cautioned against getting too many groups working on this and going in

several different directions. T. Burke suggested that the Migration Committee should attend this session and, possibly, even conduct/guide it. G. Sacco suggested that a Glossary of Terms would be useful when discussing a new system - so that everyone would be able to understand the terms being used. T. Burke thought that a Glossary could be included in the packet of information sent to the Directors prior to the November Conference. (November 6th is the tentative date). G. Kirkpatrick suggested that the Glossary should not be too complex or people would not read it. J. Thornton noted that the Koha Open Source system is currently being used by CDLC for its catalog searches. The web address: <http://catalog.cdlc.org>

Reminder about new meeting day and time

- T. Burke asked P. Ritter to send out an email to the ASC members reminding them about the canceled meeting and the fact that the meetings are now held on the third Friday at 9:30 AM.

10:12 AM Meeting adjourned

August 21st meeting - canceled

September 18th - at 9:30 AM is the next meeting

Heidi A. Fuge
7/17/09

Automation Services Report July 17, 2009

Staff changes

After more than eight years at UHLS, Jonathan Koppel has accepted a job offer from the New York State Department of Taxation and Finance. His last day at Upper Hudson will be July 31. We'll really miss Jonathan's skill and energy in our department, and we wish him great success in his new position.

Email domains

Automation Services has started to support customized email domain names for the libraries (e.g. mail.rensselaervillelibrary.org), while continuing to host all email on the UHLS mail server. We're moving very cautiously because of the importance of providing uninterrupted email service. Two unexpected considerations arose during our preparations:

- In order to allow users to provide a courtesy notice to their contacts (e.g. "My new email address is xyz@mylibrary.org. Please send all future mail to that address."), we will need to maintain the user's UHLS address temporarily. This will not be a problem unless we move a lot of libraries at once, which is not in our plans.
- Since our most recent upgrade to the mail server, even the administrator must comply with the password 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.

Therefore anyone whose current password does not meet these constraints will be issued a new password, and they'll need to edit their email clients accordingly.

System slowness

It's still looking very hopeful that this problem has been resolved. Not that there won't be occasional slowdowns for other reasons, but it appears that we've eliminated the main cause of our biggest problem. While working on this problem we discovered another tool (sp_sysmon) that reported problems and made tuning recommendations, e.g.:

- Tuning Recommendations for Worker Processes
 - Consider decreasing the 'number of worker processes' configuration parameter.
- Tuning Recommendations for Monitor Access to Executing SQL
 - Consider increasing the 'max SQL text monitored' parameter to at least 1186 (i.e., half way from its current value to Maximum SQL Text Requested).

... and many more. You get the idea. We passed these recommendations on to SirsiDynix. They're evaluating them and will apply them if they look helpful.

Sybase space problem

On 7/1 Sybase (Horizon's underlying Database Management System) ran out of space, which halted checkins, checkouts, and most other Horizon activity. We contacted SirsiDynix, who determined that the default segment was full and had no free extents. They expanded it and we were back in business by noon. We have several options to free up more space and we're considering them all. For instance, we have three complete copies of the Horizon database (production, training, and clone) and we could probably get by with two.

Summer Reading Program

We continued to create and edit installations of this application.

Networking support

Rawdon continued his invaluable on-site networking assistance at the libraries. A sample:

- APL – network design and setup for APLP. APL is expected to be reopen in early November and it will have an entire new setup. My goal is deliver the package before Sept 1st. Also, APL would like to separate public wireless (hotspot) from the existing network. We plan to do it on Labor Day weekend.
- BETH – set up and tested the new firewall. At this time, the firewall is basically functioning but we ran out of public ip addresses for all its hosts. BETH will lease more addresses. Also, I cannot test out its secondary 10M uplink, which is an active connection. BETH will buy additional hardware to upgrade it to full gigabit network, and separate its public wireless from library network (same as APL). I will implement it in 2 phases – phase 1 will roll out the firewall and phase 2 will separate the public network. The final test of the firewall is on the 28th, Sunday when it is closed. We are concerned that the Horizon client may not work well using the fiber link.
- TROY has been experiencing very slow response times, and Rawdon and Rob are working with the TROY staff and Sean Minotti (consultant) to troubleshoot the problem.
- ... and much more

ILS Migration Subcommittee

The ILS Migration Subcommittee met to see a demonstration of the OPALS ILS on 6/29. Although we haven't met since to discuss it, it was pretty clear from the discussion that OPALS is a good product but not well suited for our situation.

Monthly reports

Again this month we had a problem with the monthly *Circulation by Category* report. We ran it several times but it took an extremely long time to process even a few libraries. After running for 48 hours, Rawdon interrupted the report, and it was only up to GUIL. He deleted this report from running in the future. You

can get the same results by using the interactive *Circulation by Category* report on the web reports page (<https://horizon.uhls.lib.ny.us/reports/>). Use the intranet username and password.

“Report of the Month”

I added a post to the Automation Services blog (<http://uhls.org/autosvcs/blog/>), and emailed ASC and the Resource Sharing Advisory Council, about a report that's been around for a while but is probably unknown to most people. It may or may not be useful, but I thought I'd point it out anyway.

This report shows a matrix of requests in a month, by borrower location and pickup location. You can use it to see:

- how many requests are made with your library as a pickup location (bottom row)
- the total number of requests made by your patrons (far right column)
- the total number of requests in a month for the whole system (bottom right cell)
- where your patrons are picking up requested items (overwhelmingly at your library, but not exclusively)
- the number of other libraries' patrons who picked items up at your library

The reports for 2009 are here: <https://horizon.uhls.lib.ny.us/reports/requests/2009/>
(use the intranet username and password)

I think we'll start a “Report of the Month” announcement to point out possibly unknown and possibly useful reports.

NYS Grant

Phil and I participated in a teleconference on 7/6 in which a proposal for a grant for broadband access was discussed. From the announcement:

The State Education Department proposes to submit a unified proposal for broadband money under the American Reinvestment and Recovery Act (ARRA). We have received enthusiastic encouragement from the States Chief Information Officer, Melodie Mayberry-Stewart to pursue this grant under the umbrella of the University of the State of New York (USNY).

The State Education Department will bring together a proposal that helps meet the needs of libraries, schools, museums and the variety of cultural and educational institutions that comprise USNY. Time will be short and much will need to be written and coordinated. We have arranged a conference call to review our initial plan for a proposal.

The plans were vague, which means we might be able to participate even though all our libraries meet or exceed the usual broadband threshold for these grants (1.5mbs). I will read the documents on the NYS site and advise Phil if I think there's an opening for us.

TeleCirc (ASC discussion)

I hesitate to even bring this up, and only do so because we spent some time on it and a few library staff members are interested in exploring the options outlined below. A patron called one of the libraries to complain about the way TeleCirc pronounced her name. Her name is Kuva and TeleCirc pronounced it Kew-va (like Cuba), which is incorrect. My response to the library staff:

We have several options:

1. We could allow patrons to record their own names in TeleCirc. This is impractical in a system our size for a number of reasons.
2. We could (I think) record the names of "problem" patrons ourselves, but we would have to wait for them to tell us the proper pronunciation. For example, I probably would have pronounced the name in question Kew-va, like Cuba. This would also be impractical.
3. We could ask everyone, especially patrons like Beverley Cuva, to switch to email as their notification method. This is more efficient and less intrusive for the patron (no phone call. They check email at their convenience).
4. We could explain that no computer or person is capable of pronouncing every name the way the owner prefers. (I have cousins in the same family who pronounce their last name in different ways).

I strongly suggest #3.

UHLS web site

We added job announcements to the UHLS home page (<http://www.uhls.org>) and the *News and Events* page (<http://uhls.org/new/news.asp>). Because we've done it for some, we'll do it for all, so feel free to send job announcements to us. If we get a lot, we'll create a separate page.