

## Resource Sharing Advisory Council

April 4, 2007

**Present:** Betty Albright, Rob Carle, Jean Marie Cole, Dawn Geurds, Debbie LaRose, Amy McLaughlin, Joe Thornton, Kathleen Tyrrell

**Minutes of the last meeting:** The minutes of the previous meeting (January 18, 2007) were approved without discussion.

**Fines bug:** Since the last Horizon and HIP upgrades, some libraries have reported that patrons are being charged fines when they renew an item on its due date, but after the library has closed. Today one library reported that a patron received a fine even though she returned the item while the library was *open*. UHLS had reported this problem to SirsiDynix and received the reply that it was a known bug, that it has existed for a long time, and that there are no plans to fix it. Joe will push SirsiDynix to fix the problem and/or to give us an official explanation of its cause and their plans to correct it.

**SirsiDynix announcement:** Related to the previous item, it's possible that SirsiDynix will expend few or no resources on fixing Horizon 7.3.4 and HIP 3.0.8 (our versions) because of their recent announcement that Horizon will be discontinued. Their next major software release will be named *Rome* and it will be a successor to the *Sirsi Unicorn* system. The implications for UHLS are unclear, but it's very possible that we will have to live with our system as-is until we either upgrade to *Rome* or migrate to another ILS.

**Contacting Automation Services:** We had a long discussion about contacting UHLS to report problems. Joe emphasized the importance of using the [support@uhls.lib.ny.us](mailto:support@uhls.lib.ny.us) email address instead of emailing directly to individuals. He also asked if we should have a Helpdesk phone number, so people wouldn't have to decide who to call, and could always expect to reach someone. The consensus of the group is that things are working well now, and that there's no need to change.

We demonstrated the new report (<https://horizon.uhls.lib.ny.us/reports/system.html>) that we wrote yesterday (4/3/07) that shows CPU usage and circulation activity within the past fifteen minutes or so. The report runs every fifteen minutes between 9:00 a.m. and 9:00 p.m.

We also showed the chat tool (<http://www.chatcreator.com/chatbox/chat/33554>) that we hoped to use to communicate quickly with a lot of libraries during problem periods. The group is reluctant to put a chat tool of any kind on a staff workstation, though, and the general feeling is that they wouldn't use it.

Joe emphasized the need to inform UHLS somehow when the system slows to a problem level, or we can't make any progress in finding the cause.

**Address Correction Requested:** Some problems have come up when a patron requests an address correction and the library changes only two out of three required fields. The *Location*, *Btype*, and *Bstat* fields must all be changed, or the *Address Correction Requested* block will not go away. Often, libraries change *Location* and *Btype*, but not *Bstat*. Joe will send a reminder to everyone.

**Patron Registration Cards:** Long discussion about whether we need them; if we're legally required to use them; if it's a local decision to use them or not; etc. Joe will bring those questions to the next ASC meeting.

**Customized checkin messages:** Joe asked if anyone had trouble installing *MqCrc73.dll*, which contains the custom programming that tells circulation staff whether the requester of a checked-in item will be notified by print, email, or Telecirc. It seemed to be a total non-issue to the people at the meeting. Joe pointed out that this is probably a bigger concern for smaller libraries.

**Agency cards:** Long discussion, basically just to determine what libraries are doing with them.

**APLN (& APLD, APLH, ...):** We learned that a GUIL patron wanted to pick up a requested item at APLN but could not find it on the drop down list of pickup locations. Because it's scheduled to close on 6/2/07, we had removed APLN as a pickup choice, and added a blurb, but for APLN patrons only. Joe will change the blurb so that it displays to all requesters.

**The next meeting is scheduled for Wednesday, June 13, 2007 at 9:00 a.m. at UHLS.**