

System Managers Meeting December 13, 2005

Round Robin – CHE – There is a title (Red Leaves by Belva Plain) that was supposed to be published in 2003, but is not really coming out until 2009. There are a lot of holds on this item, so it comes up on the Year Old Holds report.

Kristen will delete all the holds, put notes on the patron records, and remove the item from the system.

SHL – Is there an easy way to find the price of an item without making it lost? No, although TPL suggested amazon.com is faster.

UPL – The way item and patron information doesn't carry over like it used to is very annoying. Everyone agreed. The next version should fix this.

UPL – Copy and paste doesn't work. Highlighting what you want to copy and using Ctrl-C and Ctrl-V should work.

SHL is having problems with the function key mapping. They can customize them, but if they change anything, they lose all their customization.

SHL would like a keyboard shortcut to move between panes.

SHL – Cascade and the other options in the Window menu don't seem to do anything. They won't, if windows have not been resized to not take up all the available space.

SHL does not like the way that minimized windows hide and have non-useful titles.

SHL asked if Add Brief Title should be used to add items. Yes, until notification of change by SLC.

SHL staff do not like printing. Neither does the staff of any other library.

SHL has noticed an awful lot of holds showing as available when they are not actually on the hold shelf. This is due to staff using the Check Item Status wizard (with its non-optimal default button placement) rather than Trap Holds.

Items are not getting put into transit, but are instead being made available, when they haven't even made it into the delivery bag yet. Please have your staff either use the Trap Holds wizard, or type barcodes in by hand and be very careful of which button is pressed in Check Item Status.

UPL would like the ability to see how many holds are on an item in the search helper in the Place Holds wizard. This is a common patron question, and can help when deciding which record (paperback or hardcover) to place the hold on.

SHL wondered how to change the properties of helpers. This can be done by logging in as SYSMAN, going to the helpers tab and changing them there.

SHL has noticed that some orders, when printed, show a quantity of zero. They changed these, and printed them again, and only the ISBN and quantity showed. CHE has also seen this behavior, randomly, even without modifying an order.

MTC pointed out there is no space for quantities on each invoice line.

Please give examples of these acquisitions issues to SLC staff.

SHL can't transfer order list copies any more. This has been fixed. When the system was changed to prevent a library from changing another library's items, this also prevented transferring items and working with order list items. Order-List has been added to everyone, and MCL can change all libraries because they need to be able to transfer titles.

UPL is looking forward to more classes.

UPL has noticed a delay of up to a day in finding a new item in search wizards if they limit the search to one library. If they search all libraries, the new item is listed. This is probably an indexing report issue.

CLL is getting a blank page at the end of their pull holds report. These blank lines can be deleted by hand before printing.

CLL has also noticed that the "available" text on the patron holds tab is no longer red. While the column can be sorted to bring all available holds to the top, the red text was useful.

SHL reported that the highlight bar is coming up randomly on searches that have one.

SHL is finding that auto complete (first letter tapping to jump to a specific part of a list) is not always working in item and patron records. We will have to live with this one.

SHL cannot blank fields in cataloging. However, a blank line choice has appeared in the drop down boxes.

UPL is not enjoying that when one goes back to a list, the focus point jumps to the first item in the list. Neither is anyone else.

TPL staff are coping, probably due to training and test server access. They also like the new look of JWF.

TPL asked if Trap Holds or Check Item Status should be used when doing the Clean Holds report. Use Check Item Status for that.

WAM is adjusting. Sometimes, when a patron ID is scanned, the entire list of currently charged out items is printed on their receipt printers. This is a properties issue. Their properties are correct, but it still happens intermittently. ROG said there are multiple wizards where the properties must match.

WAM requested screenshots of all the wizard properties screens, and how they should be set. This would be difficult because every library sets them differently.

WAM reports that their receipt printers stop working randomly. RSV is also having this issue. Chris is ordering a USB receipt printer to see if that helps. Possible the age of some of the receipt printers is impacting this.

MCL asked if anyone else uses regular printers rather than receipt printers at the circ desk. Many do, some use both kinds. Staff are having difficulties because the printing does not work properly. This will be fixed in the next version.

MCL reported that the catalogers report lots of bugs in cataloging and in acq. Please e-mail slcstaff@libcoop.net with these issues.

ROG is not enjoying their receipt printers.

RSV continues to have problems with saving wizard properties. This pre-dates the upgrade. The save button does not consistently come up, and when it doesn't, changes do not get made.

RSV asked if there were any tricks to speed up placing a hold. If, after looking up an item for a patron, you click on detailed display, the item record will carry over to the Place Holds wizard, which should speed things up a bit.

RSV asked if the old birthday field is going away. Probably, but we are still trying to transfer data from the old birthday field (which was a modified Department field) to the new birthday field. It would be helpful if, when renewing patrons, staff moved the data to the new field. TPL said the Renew Users wizard forces that.

Holds Placed on ON-ORDER Items in JWF and iBistro – Previously, no holds were allowed on non-available items by default (we had a work around for this, creating dummy copies). We can choose to have the system allow holds on lines in holding codes, if they would normally be holdable. This means that libraries that use acquisitions would no longer need to create dummy copies.

CHE asked if we could cleanup the holding codes? Yes, contact SLC staff.

It was agreed we should do this.

Hold Pickup Date in Glossary – This is part of 3 possible changes, all dependent on changing hold expiration dates to be based on date they became available (like in Dynix), rather than on notification date.

It was decided that, while we liked the hold pickup expiration date being in the glossary and on mailers and e-mail notices, the ramifications of basing hold expiration dates on anything besides when the patron is notified were not acceptable.

Display User Information at Checkin – There is a property setting in the Discharge wizard that allows display of many fields from the patron record in the header (the two lines at the top).

CLL commented that the first overdue item that is charged in from a patron with multiple overdue items kicks up an alert, but the others don't. It was suggested

that she discharge all the items from a patron, then go to the helper to get to the patron record.

Currently, we have the user name, user ID and profile in the header. Do we need more? After some discussion, it was decided we'd put this on the test server, so people could see what it'd look like.

Renew User Wizard – It is possible to allow the renewal of items normally not renewable for a special loan period, if the items are not renewable due to a policy limit.

It was decided this would be a bad idea.

Editing Holds in iBistro – We can allow patrons to edit the expiration dates of their holds, and to suspend and unsuspend (vacation mode) their own holds.

We decided this was a good idea.

Place Hold Button on Hit List in iBistro – This is another new option.

We want this.

Separate Search for e-books – We can set up a separate search button in iBistro for e-books.

The consensus was to do this.

New Bestseller Lists to Add to iBistro – There are new bestseller lists available, from Library Journal and Washington Post. Also, there are some Michigan specific lists, because TLN had Sirsi add them.

It was agreed to add these.

Multiple Valid e-mail Addresses – It is now possible to put more than one e-mail address in a patron record. Please separate each address by either a comma or a space. Do not use multiple e-mail fields.

Invalid ID Report – This is used with barcode validation. It would list the bad IDs.

CHE likes this, because they have problems with misscans. UPL thinks this is due to the new batch of barcodes. MTC isn't using the new barcodes yet, and is still having misscans.

TPL asked if barcode validation would check the checkdigit?

MTC pointed out that foreign barcodes from MiLE and Michicard patrons could be an issue with barcode validation.

It was decided that we needed to test this, especially with non-codabar barcodes.

New Expire Available Holds Report – This is part of hold pickup date glossary triad. We will not do this due to concerns about basing hold expiration dates on something besides date of patron notification.

Holds – Please be sure you are using title, group holds, not title, system holds. This can be set in the properties.

Number of Copies Option for List Onshelf Items Report – This option would allow more than one copy to be assigned to each hold. The first copy would fill the hold, the others would be transited back to their home library or to fill another hold. Theoretically, this would allow for faster filling of holds.

This option was not liked, and will not be used.

Pickup by Date on Notices – This is another of the triad of hold options we will not be using.

New Collection Agency Report – There is a new report that duplicates what we already do with final bill notices.

There really isn't any reason to use the new report.

Barcode Validation – Due to the concerns listed above, this was returned for testing.

Old Override – The ancient system managers override that everyone knows is

going away by the end of the week. Really. We mean it this time. Too many people know it. If you don't know your system managers override, please call the computer room, and we'll either tell you what it is or make you one (it isn't a bad idea to have one in mind). Please do not e-mail your override. E-mailing password type things, such as overrides, is a really bad idea.

SHL asked if there was a way to save how one has setup columns between uses. There isn't.

WAM has found that their receipt printers are printing the patron's name after every single charge. CHE said this is a property setting. One option is Print date due slips, the other is Print charge receipts. Use the option you weren't using before, and this should fix that issue.

TPL asked if the menu list on the left could be hidden. It cannot.

UPL had Display User open, had a list of patrons, opened one, and didn't see an option to go back to the list. There is a button hidden at the very bottom of the screen, in the middle.

(A post meeting correction – this question was really about the Display User helper, not the Display User wizard. If you close out of the patron record, then click right away on the Display User helper, you are returned to the list.)

CHE has found that if you do an item earch, doesn't matter what wizard or helper, if it has a null results list, you will be flipped into subject searching without warning. This has tripped up several libraries. Please let your staff know.

TPL has found that if you are in the Display User wizard, and do a name search without using a comma, when the user record has a comma (which it should), the user does not come up.

If you do a browse search, it does. If you do a keyword search, it does not.

TPL pointed out that if we had a laptop at the meeting, we could show things rather than trying to explain. Everyone liked this idea.

Next Meeting – 10 January, 2006 at 9:30 am at MCL.

Attendees

Smith	ARM
Kirsten	CHE
Minor	CHE
Laviolette	CLL
McGee	EPL
Price	EPL
Gillis	HPW
Couck	LEN
VanHevel	LWM
Casamer	MCL
Goike	MPL
Cook	MTC
Larsen	MTC
Blevins	ROG
Eick	RSV
Harvey	RSV
Burgeson	SBL
Orlando	SCS
Woodford	SCS
Lasky	SHL
Pierce	SHL
Brodak	TPL
Horn	TPL
Doege	UPL
Urban	WPL
Turgeon	SLC
Valyi-Hax	SLC
Potter	SLC