

## **System Managers' Meeting**

### ***November 8, 2005***

**Access to Test Server** – The test server will be accessible from libraries (not from home) starting tomorrow. Instructions are on the CD that Tammy handed out. The CD also includes a copy of the new client. Please do not install the client on computers in public areas or at circulation desks. Please do not use the test server when Kristen is teaching classes on it, which is usually M-F 9:30-11:30 am and 1-3 pm. The test server is not available Sat. morning due to backups. Please make sure you point the client to the test server. Passwords are what they were around a year ago (call the computer room if you can't remember them).

MCL requested a cheat sheet of properties that should be changed.

Should you wish, the client from the CD can be installed before the server is upgraded. If you do this, you may wish to delete the icon from the desktop so no one attempts to use it, then recreate the icon on Friday morning.

We will turn off the test server after the upgrade so that no one can accidentally connect to the test server with the new client on our first day live.

**GL 3.0** – Training is going well. The sort limit is somewhere between 236-357 items. Regular training will start in January. System managers will probably want to set the new WorkFlows in multi-windows mode. System managers can change font and font size, and you may wish to come up with a policy on this. Anyone can actually change them, but we aren't training anybody except system managers how to do this.

TPL asked if there would be adequate weekend support after the upgrade. SLC staff are reviewing options and scheduling.

TPL requested that Ken e-mail system managers and directors when the upgrade is done. We do not know the exact time the system will be back up. Should you be up early, and wish to know, try to reach <http://catalog.libcoop.net>. If it comes up, the system is up.

SBL asked if we had instructions for custom toolbars yet. We do not, but there will be.

ARM asked if we'd be asked to save changed properties when closing

WorkFlows. Yes, just like before.

TPL asked if there would be changes to who can do what. Yes, and we'll have to work with that a little to decide just how to limit access to other library's materials.

**MiLE** – is still down. We will be going to Ursa 4.0. Sirsi has committed to get us up within 30 days. Tammy will get the profile forms. Training will probably be the last week of November (we'll know on the 14<sup>th</sup>).

Kim is getting a lot of OCLC requests, which just shows how much patrons were using MiLE.

The new MiLE server will be off-site, so we will pay an access fee, but have no hardware to support or maintain. The new version looks nicer, but has pretty much the same basic functions plus non-returnables (for example, photocopies of magazine articles). It does search all the catalogs at once. The training will last 2 hours.

SBL asked if they could get a list of items charged out to MiLE users by library. Yes, we can do that, and also items owned by the MiLE library.

MPL asked if we could set up an exchange with CMPL. Since MiLE will be up in a few weeks, we will not pursue this now.

**Sunday Hours** – No one was at SLC last Sunday, and the power went out. Should SLC have someone in earlier? Currently, Sunday staff works from 12:45-6:15.

TPL said the worst was not knowing what was going on. They start working at 12, although they do not open until 1pm. They would like an emergency number.

SHL suggested an emergency number that forwarded to the on-call SLC staffer. Tammy will investigate options.

**Comcast** – Chris had a conference call two weeks ago with Comcast. Now we have a chain of phone numbers up to the VP of tech support. Since then, things have been much more stable, except for CHE's issue.

The IP configurations were scrambled by a Comcast tech who is no longer on

our account. The new Comcast network tech is much more responsive and is fixing issues much more quickly.

We are grateful for your patience.

**Address Cleanup** – If you would like your address formats (phone numbers, city/state field, etc.) cleaned up, please contact Lissa at your convenience.

**Round Robin** – RSV is getting a lot of homeless with temporary addresses. The shelter at 20145 Erin St., Roseville, 48066 is helping clients to get temporary state IDs using that address. These IDs are only supposed to be valid for 60 days, but they may not have an expiration date.

RSV is not accepting IDs using that address because it is not a permanent address.

ARM is seeing Michicard patrons from St. Clair County with cards from SLC libraries and with a public profile. Michicards should be issued using the home library card and barcode, and with the michicard profile. Please remind your staff.

Standards and Procedures will be discussing the multiple card issue next week.

CLL uses Envisionware, and has been blocking based on fines. They wished to know who else is doing this. CHE, RSV, SBL and WAM do (SBL and CHE only block patrons who have gone to collection). ROG and SCS do not block for policy reasons. CLL has found that their fine collection has gone up substantially.

CLL had a typo in an e-mail address, so a fine notice, with full patron information, went to the wrong person. This is a serious privacy violation, so please be careful about typing in e-mail addresses as a patron gives them. There could also be liability issues.

Chris would prefer e-mail addresses be in all lower case letters (except when mixed case is necessary) and with an '@' symbol.

SHL had a patron walk into the staff entrance on a weekend and steal cash and credit cards from a staff member. The patron then logged on to a public computer and paid her phone bill. SHL was able to track her back to her e-mail address using the back feature of the browser, go on the web and use the e-

mail address to get her home address, which they gave to the police. They carefully avoided using Unicorn to get her patron information, due to concerns about privacy.

MCL is issuing cards for PAMS usage. These have a hole punched in them, and are not in the system. Please do not put them in WorkFlows if you see them. They are only to be used with the PAMS system at MCL. This is an attempt to avoid having multiple patron cards for the same patron in the system.

**Next Meeting** – 9:30 am on December 13, 2005 at MCL.

### **Attendees**

Smith	ARM
Kirsten	CHE
Laviolette	CLL
Price	EPL
Gillis	HPW
Couck	LEN
VanHevel	LWM
Casamir	MCL
Goike	MPL
Blevins	ROG
Eick	RSV
Harvey	RSV
Burgeson	SBL
Urban	WPL
Orlando	SCS
Woodford	SCS
Lasky	SHL
Brodak	TPL
Doege	UPL