

System Managers' Meeting

Oct. 11, 2005

Anti-Virus Software – Some computers have been periodically nearly freezing. If you check the task manager, you'll see a process named rtvscan.exe using 99% of the CPU. Rebooting temporarily speeds things back up.

This is caused by older versions of Norton Anti-Virus trying to get updates. The version of Norton we have a license for is old enough that it is no longer supported or updated. Rather than failing to get an update, it just continues to try, until it is utilizing all available resources.

We have been talking people through uninstalling Norton Anti-Virus and Norton Live-Update, then installing a free version of another anti-virus program. Chris is getting quotes for a new site license of a newer virus program.

SVA Name Pronunciation – A patron who's first name is Max has complained that SVA pronounces his name, "Maximum." SVA is a Sirsi product, but they bought the name recognition software from another company. Sirsi is working to get this issue fixed, along with the pronunciation of 'Mia' as "Missing in Action."

Notices for "Mail" Patrons at "No Mail" Libraries - If a patron from a library that uses mailers and who has "Mail" in their "Notify_via" field goes to a library that no longer uses mailers, that patron will get no notice at all on holds placed at or items overdue at the non-mailer library. There is not a fix for this. If you are a "No Mail" library, or considering becoming one, please alert circ staff to this issue.

Meeting Locations for Jan. - June 2006 – HPW has volunteered to host the May 9th meeting. They wish to show off their new building (and we all wish to see it). The February 14th meeting will be held at CHE. All other meetings will be held at MCL.

City/State Field in User Records – While mucking around in user records, we've noticed a good bit of inconsistency in how this field is used. This makes it difficult to pull user data based on residence with any kind of consistency.

Please do not use punctuation in any address fields. The Post Office doesn't like it. This means the use of abbreviations such as St, Dr, Blvd and Twp. City and state should be in the format, "Utopia MI". Do not use 'Mich.', 'Michigan', 'Mi' or any other creative markers for our state.

This contradicts the user documentation on the web page. The documentation will be changed as part of the general updating of documentation to work with GL 3.0.

Which political entities use 'Twp' and which do not is something that needs to be clarified. It does not matter for Armada Township residents because they use the same Post Office as Armada residents. It does matter for Clinton Township residents, because there is also a Clinton MI. Chesterfield does not put 'Twp' in their records.

Deleting User Cards – Please do not delete user cards belonging to patrons who have gone

to collection, then issue a new card. This causes a loss of all patron historical data, so bills, payments, etc. cannot be traced.

Issuing a new card using the same record is ok (i.e., using Modify User to add the new user ID), and will not cause problems with Unique.

Hyperion - If you go to <http://www.libcoop.net/archive>, you can now click on pictures and get both the picture and the metadata.

MTC has added a video, so we are truly multimedia now.

GL 3.0 – It has been loaded onto the test server. Very soon, there will be new documentation. Classes will start in November on all the modules.

Circ classes are going to be divided by skill level. This will enable Kristen to go more in depth with experienced circ staff while spending more time on the basics with staff who need this.

RSV asked if we were all going to use the same version of Workflows. While this isn't necessary technologically, Tammy may decide to move everyone together to ease support issues.

Will there be access to the test server from all libraries? We need to ask Chris about firewall issues.

TPL asked how much downtime there will be. There should be none, unless something goes horribly wrong. We are hoping to do the upgrade over Thanksgiving.

Round Robin – SHL asked about security and Firefox. Most staff are using Firefox, and are there issues with using Firefox on public computers? LWM is using Firefox on public computers. There are issues with WinSelect, but LWM has a solution which they've passed on to Ken.

If a patron were to download Firefox, LWM has verified that would allow them full access to the Internet without filtering. This is not a Firefox issue – downloading any other web browser works, too.

CHE asked if Firefox would reformat webpages to fit printer paper. We don't know. IE is supposed to have this feature in the next release, CHE is using a freeware program to do this now.

SHL asked if public computers had Active X installed. It is a very big security hole, so it may be disabled on public computers.

SHL also brought a mis-cataloged book. It will go to Elizabeth.

LWM asked if the Cisco routers were better than the old SMC routers. Response was mixed. Most libraries are having fewer problems, many are still having too many disconnects. Except for SHL, most libraries thought the new routers were much slower. When they go down, if you wait a few minutes, the Ciscos usually come back up.

WAM asked when they were going to get their permanent IP address, so they can finally have their databases back. It has been nearly 2 weeks. ARM has also been without databases for 2 weeks, as have others. Incorrect IP addresses also means Bess filtered computers are unusable.

SBL has had issues with being able to send e-mail within the cooperative, but not to the outside world. This has to do with IP addresses. Let Chris know, and he can fix this.

RSV has had an issue where they've issued cards to MTC residents (according to their driver's licenses), and when the patron returns, the profile has been changed to CRTSY with a note saying they are residents of a homeless shelter. Do other libraries have addresses they will not issue cards to?

MTC explained they have a number of shelters. Sometimes, residents get driver's licenses using the shelter addresses, despite this not being their legal address. They started not issuing cards to those addresses after a request from one of the shelters, which did not enjoy the volume of overdue notices for former residents.

RSV patrons must have a balance on their library cards to print. RSV uses SAMS to control patron printing. When RSV patrons go to MCL, where patrons must have MCL smart-cards to use the Internet, their RSV cards have been replaced with MCL cards, which loses their SAMS balance. RSV is working with MCL to figure out how to deal with this.

SHL has noticed that the wrong note field is displaying when you first go into patron records. Rather than getting the note field when clicking on NOTES, the staff field is coming up.

SHL just started not using mailers, and noticed they had to call many, many more patrons for hold pickups than they anticipated. This was due to SVA disconnecting from its phone lines. Chris has set up the SVA server to e-mail slcstaff@libcoop.net if it loses its phone lines.

SCS asked for a summary of SVA. It calls between 9 am and 8 pm and has two phone lines. It only tries to call a patron for one day. Originally, it was set up to try for several days, but this led to bottlenecks in the patron notification system.

TPL asked what percentage of patrons have e-mail address. We have (as of approximately 11 am on Oct. 11, 2005, 328,021 patrons. 60,475 have e-mail addresses. This is just over 18% of our patrons of all types, including staff.

ARM needs a disc cleaner for CDs and DVDs, and asked for recommendations. Everyone who has one uses an Azuradisc and is happy with it.

WAM asked how many libraries were encountering Katrina evacuees. Several libraries have. SCS has come up with a policy where the host family must come in with ID as well as the evacuees having some form of ID from their home. WAM is issuing CRTSY cards. SCS encouraged libraries to come up with a policy before they ran into the issue.

EPL has had problems with the pull holds list. Items cannot be found on the shelf, but appear in delivery in a couple days. This is possibly caused by properties in the discharge

wizard not being set properly ('Display instructions,' 'Display hold instructions' and 'Display in transit instructions' all need to be checked). Please send item barcodes to slcstaff@libcoop.net when you see this so we can see what other issues might be affecting this.

RSV has noticed their properties disappearing overnight, as have other libraries. We are hoping that the move to the new Java client will solve this.

SCS asked about the new databases. Kristen is working on them.

Lissa asked for volunteers for the two MelCat committees. Both the Catalog Policy and the Resource Sharing committees need new members starting in January. Currently, there is only one member of either committee who is from a southeastern Michigan public library. For more information, contact Lissa or visit <http://www.accessmichigan.lib.mi.us/catalog/>.

Next Meeting – November 8th, at MCL.

Attendees

Smith	ARM
Kirsten	CHE
Morian	CMPL
Price	EPL
McGee	EPL
Gillis	HPW
Couck	LEN
Van Heuel	LWM
Casamer	MCL
Goike	MPL
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
Valyi-Hax	SLC
Potter	SLC