

System Managers Meeting February 14, 2006

CHE Tour – Lynn gave us a tour of the new Chesterfield Library, including the secret garden and the truck well (with bookdrop chute from eBay).

Birthdate Gadget – We have reports that the birthdate gadget is not saving January dates properly, and isn't allowing dates to be changed. This has been reported to Sirsi.

Most libraries are typing due dates in directly, and therefore not experiencing issues with the birthdate gadget.

Recommended Reading List in iBistro – 6 libraries responded. The general consensus was that we should add the National Book Awards and the Oprah List. Michigan awards have already been added.

Round Robin – RSV can't print bill receipts with their receipt printers, despite changing properties. They've given up, but asked if anyone had news. CHE will try to help RSV with their properties.

CHE tried the USB printer that SLC bought for testing. There was no difference in what was printed, and the hardware was more difficult to use. Also, it takes thermal paper, which is non-optimal.

CHE has figured out how to stop the 10 spaces between items.

RSV has experienced problems with saving properties. It can take several tries before they are prompted to save properties, and they disappear sometimes despite being saved.

SCS has experienced more problems like this with JWF installed from CD. They've had better luck with JWF installed from a download. SHL has experienced no problems with the CD version.

TPL is quite frustrated by the slowness between functions in JWF. Everyone agrees this is most annoying. Sirsi is aware of the issue. It is exacerbated by loading lots of applications on computers and not having enough RAM. Closing and reopening JWF can help, as well as rebooting at least once a day.

SHL pointed out that Panda seems to be slowing things down even more.

SCS says that without a progress message, or even an hourglass, it can be difficult to tell if JWF is being slow, or if Comcast has gone down. There was general agreement that this is annoying.

TPL asked if staff are still seeing holds that are available in Unicorn, but are still in transit in reality. Just about everyone is still seeing a lot of these.

UPL said that the unavailable available holds issue seemed to be related to green slip items. If they print hold receipts and use receive items in transit, receipts are printed for patrons at other libraries, and the item is made available at that library. If they had not printed hold receipts, they'd have had no way of knowing this was happening.

After much discussion, it was agreed that the receive items in transit wizard is making holds available when a hold was placed on the item after it went into transit, despite the item not being at the library where the hold is supposed to be picked up.

Please, do not process green items with the receive items in transit wizard. Use discharge (aka checkin) instead. This will prevent the premature trapping of holds for items that aren't where they should be. It would also be a good idea to make sure that items on your hold shelf are for your patrons, and not for patrons at another library.

This may affect stats, since discharge and transit are different commands. The transit to report should still be accurate.

TPL would like something added to iBistro so that patrons who cannot renew items due to overdues or fines know why their renewal attempt failed. SLC staff will research this.

Tammy reminded everyone that the new circ round table will meet next Tuesday at 9:30 at TPL. The side doors at the main entrance will be unlocked (the main doors will be locked).

ROG would like the place hold page in iBistro modified so that it is more obvious which fields are mandatory and which are optional. It is fairly simple to mark which fields are optional, and this change will be made.

EPL received a duplicate shipment of 32 boxes of Federal tax forms and

booklets. Contact Pat if you'd like some of them.

WPL would like the transit hold problem fixed ASAP. It is causing undue stress on staff.

WPL is also experiencing intermittent receipt printing.

WPL is having problems with JWF freezing with a grey area after changing drop down boxes in item search and display. LWM isn't seeing this, and suggested that updating Java might help. CHE says they see this on second, third, etc. searches. Once it happens, you are frozen and must reboot.

If you go to <http://java.com> (in IE), you can check to see if you have the most recent version. Alternately, you can search for a file named jucheck.exe (or just jucheck, if you don't have file extensions showing) and double click on it. This will open the Java updater, which will check to see what the latest version is, and prompt you to update if you need to. You should find jucheck.exe in [C:\Program Files\java\\[pick the highest number\]\](C:\Program Files\java\[pick the highest number]\).

WPL asked if we had considered using drivers' licenses for Envisionware. No, because we need it to work with Sirsi. WPL asked how many libraries require patrons to have their library card with them. About a third do. Most of those will put a note in the patron record if they make an exception.

ARM suggested it is a good idea to put out signs well in advance of starting to enforce a library card policy.

CHE asked if anyone was using the PIN option with PC Reservation. No one is. CHE has a patron who has figured out the codabar algorithm, and is typing in random barcodes.

CHE has not sent any patrons to debt collect in two months. Tammy will check.

CHE thanked Kristen for being so patient with them as they started a new collection, and figured out what they wanted.

The last time Comcast was at CHE, the tech took the blue cube. Now Comcast is billing CHE \$600 for the blue cube. She suggested that libraries ask for receipts if Comcast techs take the blue cubes.

SCS would like to be able to print from the in transit wizard. This is another

wizard affected by JWF printing. Kristen will write in transit reports for all libraries, and e-mail the results to System Managers (unless she gets an e-mail specifying another recipient) around the middle of the month.

SCS has found that previous IDs work when scanned, but not if typed in. CLL has also seen this. CHE changes the previous ID field to a comment field.

It was agreed that this is a security hazard. SLC staff will file an enhancement request for some kind of notification when a previous ID is scanned. In the meantime, SLC staff will test how the various workarounds affect logs and logscans.

SCS had two audioebooks on their monthly reports, but a list report did not show any SCS items with an item cat 1 of audioebook. She wondered if this meant another library had modified them, or if SCS staff had accidentally assigned these items to another library. Neither of these should be possible.

SCS wanted to know if SLC needs work order receipts left by Comcast. We do not, but we do appreciate calls with status updates after Comcast technicians leave.

SCS has not been calling before rebooting the router. Now they've been told to call first, and they wished clarification. SLC would like calls before rebooting, so we can keep track of problems. Rebooting also hinders troubleshooting in some cases, as it deletes the log files from the router.

CHE said they think DNS issues are what causes the Internet to get slow, and that they've found rebooting the router helps this.

CLL would like staff to be reminded how to handle CMPL items. They got half a bag of CMPL items last week addressed to CLL, some with yellow slips, some loose, none with dates.

CMPL items should have yellow slips with dates.

MPL asked for verification that the trap holds wizard does not bring up patron phone numbers. No, it does not. If you click on the names at the top, you can get a phone number.

UPL has found that if you get halfway through setting an item lost, and cancel (say, because the patron decided to look one more time), it cancels the bill but

still sets the item to lost (which is an inactive charge, and therefore difficult to find on a patron record). Sirsi has verified this behavior and says it is working as designed. They will change the help file to document this more clearly.

SHL has noticed that when you suspend holds, the end date stays even after that date, until the item is charged out. This is a little confusing, but does not affect the hold.

SHL would like to know how to find an item total for a particular bib record. Sometimes patrons placing holds on popular items would like to know this. Brainstorming did not find a way to do this in JWF, although it may be possible in iBistro.

SHL asked what was happening with the bindery. Sandy Casamer will update everyone when she finds more information.

WPL would like to know how to return MISD items. They can go in the MeL delivery, even if they didn't come that way.

LEN has noticed some slips are coming stamped on both sides. Please remind staff not to do this, so they can be used more than once.

Next Meeting - will be March 14, 2006, at 9:30 at MCL.

Attendees

Smith	ARM
Kirsten	CHE
Minor	CHE
Laviolette	CLL
McGee	EPL
Price	EPL
Couck	LEN
VanHevel	LWM
Casamer	MCL
Goike	MPL
Eick	RSV
Harvey	RSV
Blevins	ROG

Orlando	SCS
Woodford	SCS
Lasky	SHL
Pierce	SHL
Brodak	TPL
Horn	TPL
Doege	UPL
Urban	WPL
Turgeon	SLC
Valyi-Hax	SLC
Potter	SLC

Recommended Reading List Votes

Guardian First Book Award (87)	2
Buckeye Children's Book Award of Ohio (51)	1
Governor General's Award: Fiction (42)	2
Governor General's Award for Children's Lit (44)	1
National Book Award For Fiction (22)	5
National Book Award for Nonfiction (23)	5
National Book Award for Young People (24)	5
Michael L. Printz Award (YA, 25)	4
Oprah Book Club (69)	6
Christy Award (19)	1
CWA Gold Dagger for Fiction (Mystery 85)	2
Lionel Gelber Prize (46)	1
Trillium Book Award (48)	1

Notes: Only one library voted to remove some items from the list. I have not listed those requests. I have not listed items already on iBistro. 6 libraries responded. The Thumbs Up and Mitten awards are not listed, as they have already been added. One library requested that the Michigan Notable Books list be added.