

## **System Managers' Meeting**

### **January 10, 2006**

**iBistro – Labeling Hold Suspensions** – We had a complaint that a patron found the term “suspension” confusing, and wished to know if it needed to be changed. Some patrons have called and asked, but staff have explained the new feature and the patrons have been satisfied.

For now, we will not change the labeling.

**Java WorkFlows Client Updates** – We are not at the latest client version. This client has a lot more small updates than the old client did. We will warn people when an update needs to be installed, but when staff are prompted to update the JWF client, please have them click on 'Yes'.

**Barcode Validation** – This is not possible because we do not know all the barcode formats that may come to us via MiLE or Michicard.

**MiLE** – Tammy commented that training is not what we expected. She will be talking to Eileen from TLN and George from DALNET to find out when we can start. She has the urls, but can't give them to us yet because things aren't working. However, the staff management client can and should be installed now.

TLN and SLC data have been given to Sirsi, and we hope that the rest of the training sessions will use our data.

The new MiLE has one url for holds placed by patrons and another for staff mediated holds. All patrons who wish to place their own holds will have to create accounts. This is likely to cause some confusion.

TPL is happy that the new MiLE can sort by title or by other fields. Also, keyword searching works in the new version, and you can complete your own loans without having to call the library that left out steps. All MiLE holds should show up on the pull holds list.

**Recommended Reading Lists in iBistro** – Lissa passed out a list of which recommended reading lists are currently showing in iBistro, which are available and which are new with the latest version. There is no limit to how many we can have, but the longer the list, the more difficult it is to actually use. We can alphabetize the list, but we cannot add whitespace, headers or other formatting to make it easier to read.

TPL pointed out that these are really ready reference lists, and that all the lists are also available on the Internet somewhere.

Since the list is so long, please pick out which 10 you'd like added (roughly), and send your suggestions to Lissa, who will collate them. You may also suggest that some of the current lists that may be less useful could go away, although taking something away that patrons have had access to may be a bad idea.

**Round Robin** – ROG has noticed that the incorrect display of call numbers is not fixed. It will not be – Sirsi claims this never worked the way we used to have it work.

ROG has seen a lot of on order items that show as being on the shelf. Please send examples to [slcstaff@libcoop.net](mailto:slcstaff@libcoop.net). It is possible that staff are adding dummy items still. Please do not create dummy items any more. There is a property setting for this in Acq.

SCS is seeing on order items on their pull holds shelf. When CHE saw this, all of the on order items had copy specific holds, placed by staff members.

ROG asked if the 800 or the 877 phone number should be used to reach SVA. The 877 number is staying. The 800 number is going away. SLC has new bookmarks with the 877 number.

SCS commented that they never got enough bookmarks when they requested them. If you are not getting enough bookmarks, please give an approximate number needed when requesting them.

WAM asked how many libraries had Panda installed. Four so far. She asked if any of them had problems with their printer drivers. They are not. The issue is related to security levels in Windows XP being too high.

LWM has patrons who get e-mails that their holds are in when the holds are actually still in transit. Please be extra careful when processing holds.

LWM asked if they shouldn't be able to override excessive holds on their own items. They currently cannot. Kristen will fix this.

MPL staff are not getting patron information when they use the Trap Holds wizard. There is an alert they have to click on. If properties are set correctly, this will show the patron name and phone number.

SHL is not happy that the function keys don't work in JWF. This has been escalated to development at Sirsi.

SHL would like to be able to move from pane to pane within JWF without using a mouse. They suggested a button to move between panes. We can put this in as an enhancement request.

SHL says they are not getting an alert when adding a new copy on a title that has holds. The alert will come up if the properties are set to trap holds. Since the system now properly handles holds at other libraries (that is, it puts items into transit rather than making them immediately available for pickup), this is now safe.

SHL tried to add two wizards to a custom toolbar at the same time. This did not work. When the toolbar finally worked properly, the function keys did not. This appears to be random.

When adding items in cataloging, SHL finds that tapping the <Enter> key no longer finishes the add. Sirsi thinks this is a nifty new feature. Staff must use the mouse or CTRL plus the

letter.

SHL has found that in the add ordered item wizard, the cursor defaults to the helpers. It should default to the base call number.

Shift plus home doesn't work for SHL to clear the price field. In order to add a new price, it is necessary to backspace over the default price. The default price is 0.00. It should be blank.

In the call number and item maintenance wizard, SHL reports that the item number is highlighted and that the call number can't be seen without scrolling up. Other libraries are also annoyed with this.

SHL reports that in call number maintenance, it defaults to another library's call number if there are any. SHL would prefer it default to auto.

SHL would like a prompt before deleting a last copy. Other libraries reported there is one. SHL will check property settings.

In general, SHL would like to be able to use JWF without a mouse.

CHE has rental DVDs that are holdable only for CHE patrons. They have a CHE patron who is placing holds on these items at neighbouring libraries in order to avoid the fees. There is not a way to prevent this within the system. CHE will handle it by refusing to send the rental items, and putting notes in the patron's record.

SCS finds JWF slow, very slow, especially acq. Everyone agreed this is annoying. Closing out JWF a few times a day helps. So does rebooting.

CLL pointed out that sometimes JWF can't connect to the network, but will if you go right back in. This has something to do with the previous network connection not having cleared yet.

Tammy asked if computers are being left up or shut down at night.

CHE said they leave their computers on, but the first staffer in reboots all their computers, and they don't have any problems with JWF slowing or crashing.

SCS said there was a very good segment on the NBC Nightly News last night about collection agency for public libraries.

TPL has found that the display title holds wizard has a helper that shows the hold count and number of copies. They really like this.

TPL asked if the training schedule was out. It is. Circ training will be offered every other month. Serials and acq. Classes will not be scheduled, because they do not have enough demand. If you need serials or acq., please contact Kristen. She'll come to your library to do this training.

UPL is thrilled they can't modified someone else's items now.

TPL is looking forward to the new Circulation Round Table, which will meet quarterly, starting February 21 at TPL.

**Next Meeting** – We will meet at the new Chesterfield Public Library for our next meeting, on February 14<sup>th</sup>. A map will be sent out.

**Attendees**

Smith	ARM
Minor	CHE
Laviolette	CLL
Morian	CMM
Price	EPL
McGee	EPL
Couck	LEN
VanHevel	LWM
Casamer	MCL
Goike	MPL
Blevins	ROG
Eick	RSV
Burgeson	SBL
Orlando	SCS
Woodford	SCS
Lasky	SHL
Brodak	TPL
Horn	TPL
Doege	UPL
Urban	WPL