

Systems Managers' Meeting Notes
June 13, 2006

Clean Holds Shelf – At the SirsiDynix meeting with circulation staff and with directors, several libraries complained about the fact that items appearing on the Clean Holds Shelf have a current location of INTRANSIT even when they still are on a library's hold shelf. That is how SLC set up this report and it is something that we can change. Tammy will edit the report today so that when an item appears on the Clean Holds Shelf report, it will retain the status of HOLDS until a staff member runs the item through Check Item Status. This will not change how member libraries will do their work, since most staff members run materials through Check Item Status anyway. The report will look the same. Jason asked if an item fails to be cleared one day, will it appear on the Clean Holds Shelf the next day? No, it will not. It will simply remain on the Holds shelf.

Simultaneous Users – Two years ago, Tammy talked about this option with directors. Directors wanted to install Workflows on all of the staff PCs but limit the number of staff users. ROG, CHE, SCS and WPL set this up. Several other libraries will be doing this as well, including MCL, MPL, and LEN. There is some flexibility on how it is set up, and setup will depend on how many staff persons a library has and how they log in.

If a library loses a connection, sometimes the user is hung up. Lynn Minor reported this happens rarely. The library will still have the system manager login as an extra option.

Java Workflows Update – SLC will be upgrading the server to the latest version of the Java WF client on Thursday, June 15. On Friday, library staff will have the option to update. There most likely will be an error message. Tammy distributed handouts that list how to update and how to deal with possible problems. If a library wishes, it can choose to update on its own, or they can call SLC for help. The handout listed several options that should be done in step-by-step order if a library discovers a problem. Any of the options may fix a problem or the update may run without any problems. When SLC installed it on the test server, some of the computers updated with no problems, but others had error messages. We'd reported it to SirsiDynix, but they could not recreate the error at their site.

We are upgrading to this version because it fixes the problem we've been having when a staff member runs a transit item through Check Item Status twice. Chris theorizes that the problems we've been having are because SirsiDynix wants the software to use Java 6, but most libraries already have Java 7 on their computers.

Chris, Ken, and Lissa will all be available by 7:30 Friday morning to assist libraries. A library can call ahead of time to request an SLC staff member be present to help. If a member library wants help and an SLC staff person is scheduled for a time after the library opens, then the staff member should select NO when prompted to update the client.

User ID vs. Library Card Number – Several months ago, we changed the label file so that iBistro and Workflows say "Library Card Number" instead of "User ID." In Workflows, this

change only appears on workstations where Workflows has been uninstalled and reinstalled. Unfortunately, this is causing the screen to shift over because Library Card Number has too many letters. After some discussion, it was agreed that it should be changed to "Card #."

Round Robin

SCS – Has there been any word on bounced e-mail notices? At this time, it is not fixed. It is not the fault of the production server. We think that Comcast, ATTnet, and Wow have upgraded their anti-spam software so they think our notices are spam. Currently, our server is not set up as a mail server, but Chris thinks we may need to upgrade it. However, Jason pointed out that his msu.edu account also bounced the message.

Also, please do not offer to show user notes to patrons. This can cause problems. However, Tammy noted that patrons legally can ask to see their records and staff must show them. Also, when adding notes, please include the note, your initials, your library's code, and the date.

CHE – Is it possible for two books to fill one hold? Tammy said that the system is not set up to work that way. Lynn pointed out that she had this situation for two separate patrons. Orlando noted that she had that happen at her library as well. Tammy asked for examples to be sent to slcstaff@libcoop.net. Attendees mentioned several options, but we think that this may be related to problems with the Clean Holds Shelf report.

Tammy told the attendees that the May logs are gone, and that we are trying to reinstall them from a tape.

ARM – The flooring for steps is almost done.

TPL – Linda asked if other libraries noticed that items for other libraries other than their own come in delivery. Many attendees said they've noticed this. Please call Mardee DuMouchel at MCL as soon as you notice a problem.

Tammy stated that the Request For Proposals for a delivery service will go out next week. She stated that SLC is committed to not having library staff sort 26 bags at each library. Kristen asked attendees to share this with circulation staff since she has heard rumors coming back. There may be some changes in labeling or library staff may have to put items in envelopes. It will depend on the shipping company. This will begin on January 1, 2007.

SLC will move some time before January 1, 2007, but we don't know where yet. Kim Shearer will stay on as the ILL clerk, and Vicki will help with ILL and do copy cataloging. The cataloger position has been offered to Elizabeth Erlich. If she doesn't accept, it will be offered to Ann Langlois. If she doesn't accept, then the position will be posted.

Attendees

ARM Smith
CHE Minor
CHE Kirsten
LEN Couck
LWM Van Hevel
MCL Casamer
MPL Goike
MTC Larsen
RSV Harvey
SBL Burgeson
SCS Orlando
SCS Woodford
SHL Lasky
TPL Brodak
TPL Horne
UPL Doege
WPL Urban
SLC Turgeon
SLC Valyi-Hax