

## **System Managers' Meeting June 10, 2003**

**LongOverDue report** -The LongOverDue report does not properly deal with multi-piece items. These items create a charge and a note every month, and do not get removed from the patron record. When we move to Unicorn 2003, we will stop using this report because the long overdue items will be automatically converted to lost with a different report.

Since this should be resolved soon, we decided to leave it as is.

**e-mail accounts** - Memos will be going out to Internet coordinators and users about the e-mail server change.

The switch will be 7:30 am next Tuesday, 17 June. If any e-mail software besides iserver is used, there are no configuration changes. The web interface (currently iserver) will look different. When the switch is made, all e-mail not downloaded before the switch will be lost. There will be a 15 day limit on e-mails to be kept on the server, as before.

No new accounts will be created until after the switch. Continue to use the existing form for new accounts and send it in to Chris. You will no longer be able to add a user online. Whitelisting software isn't being installed yet. There will be training on the whitelisting software.

**Mile problems** - Vicki does most of the MiLE problems, and she's noticed a resurgence in library staff not looking for MiLE items. Please have whoever does the morning pull holds report look for MiLE patrons.

We cannot yet have holds show for MiLE as a library because CMPL items are still in the system. This should be switched in the next few months.

**New e-book records** - Elizabeth loaded medical e-books records. Kristen will send out an email with examples for libraries to look at.

**Password change** - A handful of libraries have sent in their password changes as requested last month. We need new passwords for your circ, tech and sysman logins and a new override password for those libraries who haven't yet responded by 15 June.

Passwords should be a combination of letters and numbers, 6-10 characters in length and not a word. You may wish to avoid using punctuation that requires the shift key in your passwords. Do not e-mail these. Please either call or fax them.

**List reports** - We are noticing that some libraries are starting to run list reports during the day without asking SLC staff first. Please call and ask before running list reports before 5 pm.

**SLC documentation web page** - Please send requests or comments to [slcstaff@libcoop.net](mailto:slcstaff@libcoop.net). The page is at <http://www.libcoop.net/instructions.html>.

**Discards** - Multi-part items do not get removed by the discard report. Kristen fixed all old

discards. This may cause your May discard stats to be higher than usual. She will continue to clean these out every month.

**Round Robin** - EPL brought up the intermittent Friday morning server slow downs. SIRSI wants to watch the server while orders are loaded so we can try to figure out why this is happening. This is tentatively scheduled for next Friday morning.

MCL asked how people check DVDs when patrons complain that they skip. Some send these items home with staff to check, some use computer DVD drives, some have DVD players that connect to TVs, some just make a note, and send it out with the next patron to see if they have the same problem. Several libraries reported that expensive DVD players seem to be pickier. Some have noticed that computer DVD drives will play DVDs that will not play in stand alone DVD players.

ROG had a very expensive machine that was supposed to clean and fix DVDs. It didn't work well, and they sent it back. CHE has a less expensive manual machine to fix DVDs that works.

WAM asked how libraries deal with patrons with physical disabilities. There was much discussion about how to make reasonable accommodations.

WAM has extended their hours. They are now open 9am to 8 pm on Tuesdays and Thursdays.

WAM asked about how to handle patrons who have an SLC member issued card, but who do not live in the SLC service area. Tammy reminded us that each library decides who their patrons are, as long as patrons live in a community that supports a library.

SBL commented that iBistro is slow. There was agreement that between noon and 5 pm is especially bad. It is possible that the changes in version 2003 in how iBistro pages are written will help with this.

CLL is having problems with their video and DVD item types being changed. CHE is having the same problem. Logscans show that someone logged in as MCLtech is doing this, but the item types being used are only used by RSV. No one at MCL or at RSV seems to be changing them.

It was pointed out that CHE and CLL are both near the top of the library list, and perhaps someone was not moving the highlighting down to their library's entry before editing the item. Someone suggested that this perhaps had to do with the maintain title wizard bug. Kristen reminded people to use the edit volume wizard, not the maintain title wizard.

TPL asked if there were a limit on the number of holds a patron can place. There is not.

TPL asked if the system would be available for the 4<sup>th</sup> of July weekend. It should be.

SCS is receiving a lot of items in their delivery that were discharged at other libraries, but never put in transit. This is caused by staff error canceling the transit, rather than clicking on ok to change the status to transit.

EPL has noticed that if you use the new 'create bibliography' button in iBistro that you have to go to 'kept' to get to the list. Lissa will try to find a way to change this to something a bit more intuitive.

WAM is having their Grand Opening from 10 am to 2 pm on Sat. 14 June. There will be food, games, a magician and prizes.

SHL asked when Unicorn 2003 would be out. Kristen said the last date we got from SIRSI was 30 June.

The next meeting will be at 9:30 am 8 July, 2003 at MCL.