

## **System Managers Meeting**

### **March 14, 2006**

**User ID in Use, no Patron Record** – If you are creating a new patron with a new patron card, and get the “User ID in Use” error message, yet cannot bring up a user record with that ID, then the ID number is a previous ID. If you search on that number using the previous ID index, you can bring up the patron record and change the PREV\_ID field to NOTE or to COMMENT.

This will not harm logscans, since transactions on the previous ID have been moved to the new ID.

**MiLE** – We will go live with the new system tomorrow, for staff use. Please have staff place test holds.

Last week at the Sirsi Conference, Sirsi said it all works now. Only a few libraries will go live tomorrow, to allow for testing.

Items will start showing up for MiLE on the Pull Holds report tomorrow.

The new MiLE allows for marking by item type and library which types of materials will be loaned. If you have changes in what you will allow to go out, please get them to Tammy.

MPL asked what would happen if an item came back without all of its pieces. This would be treated like any other lost item, with the borrowing library responsible for fines, fees and charges.

We have not yet figured out how to deal with outstanding items from the old MiLE.

**Sirsi Visit** – Darryl from Sirsi is already working on the system slowness issue, although he will not come until March 28<sup>th</sup>. He found a process running on the server that is using too many resources and one of our hard drives has failed. Sun will replace the hard drive, and then Sirsi will patch the server to fix the resource-hogging process.

Darryl noticed a lot of error 111s in the databases, and is trying to find out what is causing them.

Before he comes, we'll do network research here, both surveying who has old cabling, hubs, switches, etc. and running a packet sniffer called ethereal at some libraries, so they can start it up when things slow down and the data will be e-mailed to Darryl.

**Survey** – We thank everyone for filling out the system survey. We know it took a lot of staff time.

Draft copies of the results were handed out, and we discussed most of the results before running out of time. Some of the issues have open tickets with Sirsi, some are training issues, some need to become enhancement requests, some we can fix locally and some will be fixed in future releases. There will be more discussion after everyone has a chance to look over

the results.

Some issues that came up repeatedly were system slowness, printing issues and being forced to use a mouse. A solution for using the drop-down boxes was mentioned: Staff can type the letters in the field only if the caps lock is turned off before the staff member begins typing in that field. However, this is not ideal, and Sirsi is aware of the issue.

CHE said that rotary dial patrons can use SVA, if they dial in using rotary then switch their phone (if it isn't a very old phone) immediately to pulse.

**Round Robin** – Due to lack of time, we just asked for questions or comments. SCS asked about the birthdate gadget incorrect date issue. We have a ticket open, Sirsi was able to duplicate the problem, and it has gone to the developers.

WAM reminded staff to please remove unneeded notes, or at least mark them resolved and move them to a comments field.

RSV is seeing more and more letters from church temporary shelters. The Secretary of State will accept these as proof of residence, and issue State ID cards using those addresses, but RSV does not accept them because it is not a permanent address, and they are losing a lot of materials. MTC keeps a list of addresses of church temporary shelters, and refuses cards to people using those addresses, but cannot catch everyone.

**Next Meeting** – 9:30 am, April 11<sup>th</sup>, at MCL.

### **Attendees**

Smith	ARM
Minor	CHE
Price	EPL
McGee	EPL
Gillis	HPW
Couck	LEN
VanHevel	LWM
Casamer	MCL
Goike	MPL
Larsen	MTC
Blevins	ROG
Eick	RSV
Harvey	RSV
Burgeson	SBL
Orlando	SCS
Woodford	SCS
Lasky	SHL
Brodak	TPL
Urban	WPL