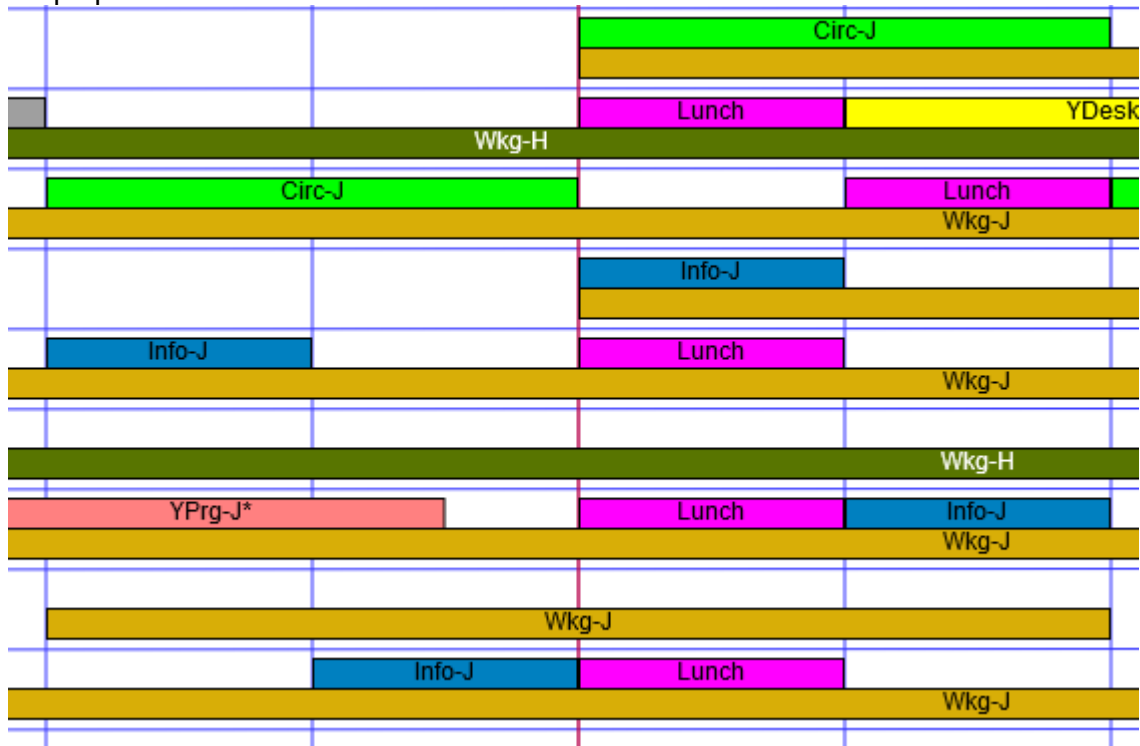


## Technology Report November 10, 2017

Mike Smith and Edward Veal

- Schedule3W, the software the libraries use to note staff locations and responsibilities, is now hosted on the Schedule3W cloud. The Access is much faster access than Schedule 3W housed on a server here. Staff with permissions can make changes at any workstation via the web. We're still working with IT on obtaining a "remote desktop connection" to full-featured Schedule3W admin, but have our workarounds using staff laptops and the EnvisionWare console.



- We will be evaluating a database called Kovel's Library Archive. Kovel's is one of the major sources of information about antiques and collectibles. This database is linked to Kovel's.com and has all of the articles, reviews and Q and As that are posted to the site. It also provides access to over 40 years of their published subscription newsletter. The annual price guide is available as soon as it is published and there are over 20 years of these guides in the archive. We look at many databases because it is useful for us to know how these products work, and good to interact with the vendors, etc. To review these databases, we look at their cost, usefulness to citizens, and we run trials such as the ones we are running with Kovel's.
- Our IT department handles all telephony capabilities. We have been challenged at JJGL to catch all of our phone calls from the public that come in at our check-in desk, and to get checking-in done while we are answering the phone calls. In order to solve this public service problem, we have changed the length of time that the phone will ring before going to a message. We have also asked IT to test a mobile telephone that staff members can carry with them or have at their desks in order to better catch all the calls. IT should be testing this within a few weeks. Another alternative which is apparently

very difficult with our phone system, would be to set up a group of other phones from which we could pick up the check-in line calls.

- Koha Upgrade to 17.05 Nov. 14<sup>th</sup>
  - ByWater Solutions, our partner in ILS services performed the software upgrade overnight so there were no interruptions in service to our citizens.
  - Public facing enhancements
    - A means for patrons to report issues with material, such as damaged DVDs, CDs, or torn pages from within the website.
    - Sorting Patron Reading History options rather than just by date of checkout.
    - The ability to lock a patron's account if they enter incorrect passwords too many times. It will then send an email to the email of record on the account allowing them to reset their password.
  - Staff Facing enhancements
    - The ability to add patrons to "Book Clubs".
    - The system will now ignore holidays when calculating hold expiration.
    - Better notice options for automatic renewal of material.
  - There are also many updates to the code that will help Koha to perform better as well as to make way for further enhancements in future releases.
  
- Recent adult programs facilitated by Mike included the Sunday 11/5 National Novel Writing Month event at JJGL and a demonstration of ReferenceUSA on 11/14, open to both staff and public at JJGL, 3:00 -4:00. Vendor demonstrations are one way that we train the staff so that they understand the possibilities of the databases. We also encourage staff to attend webinars, and to look at help pages on the website. A representative from the Novelist database visited us a few months ago, and took a number of staff members through an afternoon of training with that database.

Adult programming ideas for the spring include:

- Adult Coding Club
    - Working with City IT to put together a portable training lab for adult and teen computer programming
  - Beginners' Guide to Digitizing Your Personal Collections
    - When a disaster hits it is too late to realize that your family pictures and documents are irreplaceable. Now is the time to begin a personal digital archive.
  - Home Brewing for Beginners
  - What's the Buzz? Honeybees and Beekeeping
  - Trivia Night!
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- JJGL is in the process of hiring a fourth shelver. The position has been posted through November 14. Adrienne Dagley's part time library assistant position was downgraded at our request to be a badly-needed fourth part-time shelver position (15 hours/week).