

TechTalk/CircWorks Combined Meeting Minutes August 7, 2007

Tech Talks

1. Cataloging tool
2. Rubber banding
3. Routing slips

Circ Works

1. Discussion of the Spanish patron record language option
2. Playaways
3. On the fly items
4. Merging patrons
5. Common issues with patron records
6. How to answer patron's hold questions
7. Writing legibly on the transit slips
8. Other questions brought to the meeting.

Kymerley Pelke volunteered to take notes for the meeting minutes. Thanks, Kymerley!

Cataloging Tool

Charles gave an interactive cataloging demo. The cataloging tool is located at <http://www.owlsnet.info/cat> or as a link from the [OWLSnet.info](http://www.owlsnet.info) Cataloging page. Log in with the standard OWLSnet username and password.

Charles has some hints for libraries to use the cataloging tool more successfully:

- If there is a message that states "You have 1 item to send to OWLS", it means to physically send the item to OWLS (not send the request again via the cataloging tool.) Click on the message to find out what it is, and then put it in the van delivery so OWLS can see it.
- "View Your Requests" shows you the status of your items. You can delete specific items that you have entered—you can also "select all" and delete all of them. OWLS also monitors this page and deletes items after a time. Please add items promptly. It's frustrating for patrons to have bib records in the catalog with no items attached. If you do not add an item, the bib record will stay in the catalog for approximately two months and then be deleted. Please note: on the rare occasion that two items have the same ISBN (please use ISBN numbers as your default search,) you will be unable to use the "Send to OWLS" button and will have to physically send the item to OWLS in Appleton.
- If Amazon doesn't have your item, use the "Check WorldCat" button. If it isn't there either, the item will need to be physically sent to OWLS. It isn't necessary to use the blank form on items that aren't in Amazon or WorldCat since these

items have to be sent in anyway. The primary use for the blank form is to copy and paste OCLC info into it.

- In the Publisher line, please add the year the item was published.
- The UPC # is not necessary, but helpful for sound recording searching.
- Remember to use the .pdf help file if you need assistance, it is helpful in understanding how these things work.
- FYI: Amazon will sometimes list the amount of discs in audiobooks as pages instead.

Rubber bands and routing slips

Please use discretion when rubber banding items for the tubs. At a recent AAC meeting, it was mentioned that the routing slips in DVDs and media should be placed **INSIDE** the material's case—not rubber banded to the material, and not placed in the plastic slip cover. A rubber band can be used to keep the media closed, if necessary.

Spanish Language in InfoSoup and Millennium

In the process of applying for an LSTA grant, Holly sent out a survey to discover how the Spanish language option is being used in Millennium. The survey was to find measurable data for the grant. The grant is in two parts: for libraries with ESL literacy groups, the Rosetta Stone software and a laptop will be supplied, but for other libraries, Rosetta Stone will be available as another InfoSoup online database.

In Millennium, we have the option to send patrons notices in Spanish. (There are no other language options available.) The notice will be in Spanish, but titles of items will not be translated. Nothing is changed on the display by selecting this option. To change the notices to Spanish, look in the last column (second from the bottom) on the Patron Record Edit screen and choose "SPI" or Spanish for Preferred Language.

There were 49 responses to the survey. Many stated they didn't have the patron base to send notices in Spanish, although census records report that our Spanish speaking population is increasing. It might be easier to ask patrons if they'd like to fill out the Spanish patron registration card; if they do, you can ask if they'd also like notices in Spanish. (Spanish registration cards can be obtained from Patty.) Also on the survey were requests for dictionaries to help staff, common phrases on a sheet with pronunciation guides/phonetic spelling, Spanish promotional material, advertising material, and a reader's advisory in Spanish. (A Spanish brochure is available online at <http://www.owlsnet.info/infosoup/pr/quickguidegreyscalespanish.pdf>.)

Holly mentioned that we should check out the Bookletters in InfoSoup, Libros en Español at <http://info.infosoup.org/bookletters/default.asp>. InfoSoup has 3,000 titles in Spanish, and Spanish subject headings are included for anything APL enters.

InfoSoup also has Materias Nuevas (New Materials) in Spanish. If additional subject headings need to be added, or additional access points, please ask!

Hmong is not available as a language in Millennium or InfoSoup, and it may never be. There are no vendors currently offering Hmong as a language option, and it is not traditionally a written language. There are 124 titles currently in the catalog in the Hmong language, though many of them are children's books.

Playaways

Lakewood and Peshtigo currently offer a total of 19 titles (search for Playaway or Findaway in InfoSoup for the most comprehensive listing.) Pam from Lakewood had a handout that showed us the stickers they use on their Playaway materials (i.e. how to open, earphones not sanitized, AAA batteries may need replacing.) Lakewood also has a pop-up on their materials that says "check for player and earphones". Advantages to Playaways: no broken tapes, no scratched discs, no discs for patrons to switch, they're all in one unit, speed of reading can be adjusted for patron need, MP3 feel. Disadvantages to Playaways: batteries and earbuds to replace. Question: if the battery goes dead, do you lose your place?

At the next AAC meeting, we will recommend that we standardize procedures for all libraries and circulate them without earbuds and batteries (and change the bib record to reflect this). Libraries can make headphones and batteries available for purchase or with a potential giveaway/hardship option. Gerri will look into OWLS being able to get approval for/ to supply these through OWLS.

On the Fly

When adding an "on the fly" item, please put the Title and Author in the call # field so you can attach it to the real record when it comes back, and it's clear to everyone exactly what this item is. No Interlibrary Loan should be "on the fly," and no "on the fly" should be processed as ILL, these are different bib records. If you try to check out an item and it scans as "item on-fly", you can add it by searching for the title "on the fly", adding the item and then typing the title and author in the call number field.

We've had situations where mysterious on the fly items have shown up. These may be items that were lost or missing and have been deleted. If you have on the fly items listed as available, please find them and transfer them to the correct bib record.

Merging patrons

We went over instructions for merging patrons, and Ruth demonstrated the process. Instructions are available on page 23 of the manual, in the circulation tab.

Common issues with patron records

- If you use brief records, please update them within one day to reduce risk of duplicate records and problems with notices.
- Patron name and address should be entered in all CAPS, please.
- When entering an apartment number, just use #, not commas in address
- Don't enter a comma after the city - one space after city, 2 spaces after state
- City, state, and zip in that order
- Don't spell out Road, type RD (and other abbreviations. Typist's note: You can find the proper abbreviations at http://www.usps.com/ncsc/lookups/usps_abbreviations.htm)
- Don't use Jr., Sr. Or II or III, etc. If the patron wants this in their account, put in a duplicate name field, and make modified entry the 2nd one in the record.
- Don't use the words for numerical streets (i.e. no Fourth ST, it should be 4th ST, unless noted.)
- **Good stuff:** patron types are really looking good. Gerri demo'd a particularly nice looking institutional patron - a health center in Oconto.
- **Good stuff:** libraries are being very consistent in entering the home agency. There was only one blank for Home Agency for the whole system.
- GEAC date (last used) for both item and patron will someday be purged, but right now are used for weeding reports, purging inactive, etc.
- There is no OWLSnet policy regarding stepparents and grandparents getting cards for children.
- If you put notes on a patron record (whether it's your patron or not) please put your library, initials, and date on the Note/message (i.e. bad phone #, refusing to serve, etc.)
- Please prioritize pop-ups. Only the first message displays. If there is more than one messages important to read, make the first message "IMPORTANT, read all messages".

Answering patron's hold questions

In a nutshell, read the manual.

Writing legibly on transit slips.

Please do so. 'Nuff said.

Other issues

- Library staff from Marinette, Waupaca, and Clintonville each won a copy of the Novelty clock books for which we had a drawing.
- Scandinavia was hosting a luau on September 8th, if you missed it you'll have to try next year!

- The search shelves reports will now be emailed to the library's email account.
- An Innovative patch was installed in September, and some additional load time was expected.
- Events calendar in InfoSoup is a possibility – Innovative offers this as a product.
- There were some requests to make a blog on Network News or a listserv for events.

Meeting adjourned @ 12:00 p.m.