



March 18, 2015 – Circulation & Resource Sharing

Sue Pearson - Circulation - Edwardsville: Hi everyone!

Joe DeVillez - Circulation - Duquoin: Good afternoon everyone

Sue Pearson - Circulation - Edwardsville: Small group so far.

Sue Pearson - Circulation - Edwardsville: Anyone have any questions or comments to start us off?

Susan BHPLD: Is anyone having problems with Polaris freezing up?

christine--caseyville: No, not caseyville

Kathy Goleman Divernon Township Library: No we haven't had any problems

Laura: Yes, last week was bac

Laura: bad!

Sue Pearson - Circulation - Edwardsville: Remember to report any connectivity problems to our IT department.

Sue Pearson - Circulation - Edwardsville: Not to minimize the possibility of it being a Polaris issue - but internet connections and firewall issues all come into play as well.

christine--caseyville: Has anyone heard about microsoft not supporting internet explorer

Joe DeVillez - Circulation - Duquoin: Microsoft will continue legacy support for IE, but they have a new browser they are introducing codenamed "Spartan"

christine--caseyville: ok,,I guess we will be finding more out about it?

Kathy Goleman Divernon Township Library: Has anyone had any problems putting a new patron in on LEAP? I've only had to do one but it kept telling me postal code was not in correct format. I finally had to do it in Polaris. Never could figure that one out

Sue Pearson - Circulation - Edwardsville: I hadn't heard about any issues with adding patrons in LEAP.

Joe DeVillez - Circulation - Duquoin: I am going to ask our IT guy Christine and i'll see what he thinks

Sue Pearson - Circulation - Edwardsville: Anyone else had this issue?

Kyla- MVPP: We're having issues with setting up printers in LEAP. I got some good tips at the last Chat about what's worked for other libraries, but it's not working for us. Should we open up a help desk ticket?

Ryan - MTNP: I had one just a few minutes ago. I have a lady get notices (phone calls and emails) that she has a book on hold that has been unclaimed for over a month. When we tried to delete the unclaimed hold, it would not do so, either in LEAP or Polaris.

Joe DeVillez - Circulation - Duquoin: Which printing issues are you having Kyla?

Sue Pearson - Circulation - Edwardsville: Ryan - that could be a locked process and may have to be removed by Polaris staff. If you continue to be able to delete - enter a helpdesk ticket. We'll probably need to open a ticket with Polaris.

Sue Pearson - Circulation - Edwardsville: Sorry - meant to say unable to delete.

Joe DeVillez - Circulation - Duquoin: Brant, our IT guy, stated that Polaris will run on the new Microsoft Internet browser

Kyla- MVPP: Well, depending on the browser and the function we're attempting, either the receipts and slips will print with very long tails or they won't print at all. We've followed all the steps from the user manual and just aren't making headway.

Laura: We have had the same issues with printing Kyla

Karen, Brighton Memorial Library Dist.: Can I take this opportunity to poll the group about your I.T. support? What sort of I.T. support do your libraries have? Do you contract with a company for maintenance and any issues that may arise? Do you figure it out yourselves? I'm limping along as the solo I.T. 'expert' at my library, but I spend too much time on issues like antivirus protection, undoing the damage that the patrons do to the public computers each day, printers and hardware problems, etc.

Laura: We have Lazerware at Fairview Heights Library

Esther Curry--C.E. Brehm Memorial PLD: We use Lazerware (actually out of St Louis). They provided most of the IT support for a lot of the old Shawnee Library System libraries. They are great!

Yvonne Williams West Sangamon Public Library: We have a local man here at our library who comes in at least once a week and as needed other times to keep all our computers up to date and handle any issues we are having.

Joe DeVillez - Circulation - Duquoin: I'm going to throw the Leap manual web address on here and all the relevant printing setup starts at page 21 which might prove useful

Joe DeVillez - Circulation - Duquoin:

http://share.illinoisheartland.org/sites/default/files/Polaris%20Leap%201_0%20Users%20Guide%20revised%20%281%29.pdf

makettle78@yahoo.com: We use Lazerware also and I cannot recommend them highly enough.

christine--caseyville: Struggling solo with the exception of major repairs

Karen, Brighton Memorial Library Dist.: Thanks for all of the responses. For a company such as Lazerware, do you call them whenever issues arise, such as a virus? Do they come to your library to perform regular 'check-ups'?

Brenda Gilpatrick: We use Lazerware also at Red Bud.

Susan BHPLD: I like Leap and that's all I use for checking out patrons. Will we eventually be able to place holds by other ways than just Title?

Laura: Lazerware will come when you call or they also do some things "remotely"

Esther Curry--C.E. Brehm Memorial PLD: Lazerware has a helpdesk where you submit a ticket. You pay a flat fee per computer and they come out and work on them & fix them. They take care of viruses and updating/installing software. Well worth the money.

Kathy Goleman Divernon Township Library: We also have a local guy who comes in and helps maintain our computers and if we have problems, We also use Drive Vaccine on our computers so that every time they are logged off they go back to the original settings so patrons can't save anything to the computer. It has to be in administrative mode to be able to make changes to the computers

Elaine MTL: how much does Lazerware charge per computer?

Sue Pearson - Circulation - Edwardsville: Susan - if you click on Title you can change the search to a different field.

makettle78@yahoo.com: With Lazerware if you have a problem you file a help ticket. They show up within 24 hours and take care of whatever. They also show up often just to check things out and do any upgrades. They are worth every penny of the service contract and more.

Kyla- MVPP: Joe- The manual you just shared is what we've been using to try to set up printing, and we're still not having luck. Should I open a help desk ticket?

Laura: The Leap manual isn't very clear for the printer setup

Carol: So funny. I just had a Lazerware Rep call me to see if we need them. I used them at one time but am very lucky right now to have an SIU Tech guy take care of any issues we have and he is free (also helps that he is a friend). But I will agree Lazerware is good. You can either sign a contract were they come in periodically or just call as needed. That is how it used to be.

Joe DeVillez - Circulation - Duquoin: Kyla- If you open a help desk ticket and explain what happens more in depth I can probably move it up the ladder, first to IT to see what they think, and if that doesn't work they could escalate it to Polaris hopefully

Kyla- MVPP: Will do. Thanks.

Karen, Brighton Memorial Library Dist.: Thanks again for all of the info; sounds like I need to give them a call and check their pricing. I'd love to relinquish my I.T. headaches to a real expert!

christine--caseyville: Me too!

Esther Curry--C.E. Brehm Memorial PLD: Karen--Lazerware will definitely be able to give you a quote. I'm not sure what we pay--that goes through the bookkeeper. But I know that we had a printer that was being tempermental and since we have everything under contract, they just put in a new one.

Laura: Lazerware is well worth the cost!

Janet - Decatur Public Library: We still use Polaris not LEAP, but I found this on the Exchange about the receipt paper "Go to File, Page Setup, Headers/Footers and change all the boxes to say ?Empty?. Then on the Print menu, Preferences, Layout, we changed it to 80 x 297 mm"

Penny Eilers White Hall Township Library: We received the epson restick printer from the grant. Where do you buy the paper?. I know it was discussed where to buy many times but we weren't ready at the time.

Ryan - MTNp: Since we are talking Circulation, I have a question for the masses. Which do you think is better, to have lots of copies for a title so that the hold que stays low, or having a wider

variety of titles so that patrons can discover new things (and hopefully do not mind the wait time).

Jan -Brep: We get ours from Bayscan with the sticky down the middle, never have any problems with it getting jammed in printer.

Kathy Goleman Divernon Township Library: Wider variety of titles

Laura: Our patrons don't seem to mind waiting for a popular title.

Esther Curry--C.E. Brehm Memorial PLD: Ryan--we have very few titles that we buy multiples of --partly because a few months down the road it won't be as popular and we don't have the shelf space in the regular stacks for them. This also allows us to have a wider variety

Yvonne Williams West Sangamon Public Library: I agree Esther, we don't have the space.

Shawn- Elwood Township: Wider variety

Penny Eilers White Hall Township Library: Jan thank you

makettle78@yahoo.com: I agree with Esther. Besides that, being in the system we are in now the wait time is nothing compared to what it was years ago. (Guess that shows my age!!!)

Ryan - MTNp: Esther I agree with you, and we do the same thing. I am asking because I want to bring it up to the eReadIllinois committee. Especially since the mega grant is getting ready to end.

Laura: Are any libraries using LEAP at the Circulation Desk? For new patrons? IPL list?

Kathy Goleman Divernon Township Library: yes we are using LEAP

Jan -Brep: We are also using LEAP at Circ. desk.

Esther Curry--C.E. Brehm Memorial PLD: I think that is equally valid for ebooks as well. Our Overdrive group had to decide on this when The Help and 50 Shades of Grey were so popular. We were still developing the collection and need to add a larger variety of titles. So set a group limit of 5 copies of a title. Print books can be offered to other libraries, but we're just stuck with multiples of an ebook.

Ryan - MTNp: I love the pick list on my ipad. I never have to print it and it just updates as you go. Awesome! My staff dont think so, but I am the tech geek of the group

Joe DeVillez - Circulation - Duquoin: I think the picklist is one of the nicest features

janeth: When looking up a patron name in LEAP, why can't it have the patron's town instead of their birthdate listed. I don't know all of my patrons by sight, so a birth year is not all that useful.

Ryan - MTNp: Eshter - I like the idea of toping it at 5 copies a title. We currently have 22 copies of gone girl, but have missed some big best sellers in the mean time. I do go and purchase extra ebooks beside what the system purchases, but it seems like we are one of the few.

Yvonne Williams West Sangamon Public Library: We have one employee using LEAP at the CIRC desk.

Kim: Ryan, my only concern is publishers that only let you have so many checkouts or have a time limit put on ebooks. As long as everyone who wants to read a book gets to that is good to go with a wider variety.

Sue Pearson - Circulation - Edwardsville: Janet - I'm not sure if that's a possibility or not. It would make more sense. I'll ask about that.

Laura: So out of the 30 that are signed in only 4 are using LEAP?

Kyla- MVPP: Laura, we're trying to use it, but until we get the printers figured out we're kind of stuck with "original" Polaris.

janeth: Thank you, Sue. I am not sure why anyone would think the birth year is a useful sorting tool.

Susan BHPLD: Who is using Leap? Bunker Hill PLD does.

christine--caseyville: We are still trying it out & looking at the printer issues

Joe DeVillez - Circulation - Duquoin: I would think that unless the patron you are searching for has an unusual last name that would be easier to identify then the find button next to the search bar would be your best bet.

makettle78@yahoo.com: Carmi does not.

janeth: I am using it in the office, but the main desk is still using Polaris

Esther Curry--C.E. Brehm Memorial PLD: The printing issue is part of the reason we're not doing LEAP. Also, most of my staff do other modules, so they have to be in Polaris anyway. I do like the idea of having them use our inventory tablet to run the pick list.

Carol: Part of my staff is older (70s and 80s) it is easier not to boggle their minds with something new. And I am also waiting for printer issues to clear up.

Laura: We are also waiting for the printer issues to be worked out.

Sue Pearson - Circulation - Edwardsville: I was just playing around with patron searching in LEAP. When I did a search for Smith, John it did display a list of names by name and birth year. I then clicked the find button and selected Patron Keywords and it displayed the barcode, street, city, library etc.

Jan -Brep: We found that you can type in first name, last name and it will search out also.

janeth: OK. Great!

Jan -Brep: Our printer is working great! The only draw back is when we go into LEAP every morning we have to reset the printer, any suggestions?

Yvonne Williams West Sangamon Public Library: We have to reset every morning too.

Ryan - MTNp: Kim I totally understand the publisher limits. Not all books have limits, and i will not lie, I sometime will purchase a no limit not well know book before I will purchase one that has limits. The 26 check out limit does not bother me, but the 1 year only, does bother me. The example I am giving are no limits books.

Ryan - MTNp: My staff are using LEAP and really liking

Ryan - MTNp: We only had issues with one printer, and it was fixed in 2 minutes. Everything else transfered right over.

Sue Pearson - Circulation - Edwardsville: It sounds like those using LEAP are liking it (besides the printing issues).

Sue Pearson - Circulation - Edwardsville: I've had some printing issues myself but Chris Dawdy (who uses Firefox) never had to do a thing to set up printing in LEAP. It just worked as soon as she started.

Kathy Goleman Divernon Township Library: yes we like LEAP very much and it sounds like we were one of the lucky ones and didn't have any printing problems!

Sue Pearson - Circulation - Edwardsville: Kathy - are you by chance using Firefox?

Susan BHPLD: I like the fact that Leap gives you the option of printing the receipt or not.

Kathy Goleman Divernon Township Library: no we are using IE

Sue Pearson - Circulation - Edwardsville: I've been using Google Chrome. I might have to try a different browser.

Sue Pearson - Circulation - Edwardsville: It's 2:00. Any other questions or comments?

Kathy Goleman Divernon Township Library: Thank you as always very helpful!

dawn rutschke: thank you from sherman public!

Joe DeVillez - Circulation - Duquoin: Have a great day everyone.

Yvonne Williams West Sangamon Public Library: thank you

Sue Pearson - Circulation - Edwardsville: Talk to you all next month!