

Consultants' Report For October 2004

Lincoln Trail Libraries System
November 15, 2004

CLaSS	Sixty-six LTLS library buildings/agencies have taken advantage of the LTLS continuing education and training subscription plans offered. The vast majority opted for CLaSS or CLaSS+ (which includes LINC training). Ten are new subscribers this year.
Special Programs	LTLS partnered with the University of Illinois Graduate School of Library and Information Science to host a statewide v-tel lecture on cataloging presented by Barbara Tillet of the Library of Congress. Amy Weber partnered with Beverly Obert of Rolling Prairie Library System to do a half-day workshop for the Charleston Regional Office of Education. Amy presented on advanced Google and resources on the web site of the LOC American Memory project. Amy Weber and Jan Ison presented a workshop on the FISH philosophy of customer service to the Mortenson librarians, who came from Africa, Columbia, Vietnam, and Japan.
Dynix Training	Pat Boze, Rita Johnson, and Joe Sciacca received training on the Dynix Remote Patron Authentication product. This product will allow users to access fee-based electronic resources from home.
Dynix Visit	Jim Wilson, Horizon vice president and library consultant, spent two days at LTLS reviewing setup and configuration issues with LTLS staff. Several issues were resolved but more are awaiting resolution from Dynix support personnel.
Champaign Public Library Horizon Issues	LTLS staff held two meetings with Champaign Public Library staff to discuss Horizon implementation and network issues. At the first meeting, issues were reviewed. This resulted in extensive network diagnostics being performed by Dynix (sniffer software was put in place to determine bandwidth and disconnection issues). At the second meeting, Dynix staff came from Utah to meet with Champaign staff and review the findings of the network diagnostics. These findings pointed to some server issues at the Champaign site that will have to be resolved by Champaign.
LINCPac Server Problems	Two Dynix personnel came onsite to LTLS to fix problems related to the LINCPac server (the web catalog). The main server was completely rebuilt after a hardware problem was identified. Also, the software was transferred to a separate server and totally restored by Dynix personnel. Thanks to Rita Johnson who stayed until midnight on October 28 and to Joe Sciacca who stayed until 5:30 a.m. that same day.
Horizon Issues Resolved	LTLS staff worked with Dynix to identify a solution to the problem of work station freezes experienced by some libraries. The inactivity timeout setting on local firewalls is recommended to be set to at least 8 hours to prevent the timing out of inactive sessions. This solution was publicized to libraries in the October 26th LINC Update (http://www.lincolntrail.info/lincupdate.html).
LINCSearch Bookmarklet Released	LTLS has customized a bookmarklet script to search the LINC catalog for any item located on several Internet book sites such as Amazon, Barnes & Noble, and others. The LINCSearch bookmarklet allows anyone who locates an item on these bookstores to instantly search the LINC Catalog to find the item in local libraries. The bookmarklet is easily installed by dragging a link to the browser toolbar. Instructions on how to add this to the browser toolbar are at http://www.lincolntrail.info/lincbookmarklet.html .
Krannert Art Museum	A Horizon configuration meeting was held with staff from Krannert Art Museum Giertz Education Center. After training and setup, they will begin adding items to LINC.
Library Visits	Champaign Public Library (3); Krannert Art Museum Giertz Education Center, Champaign; Mahomet Public Library District; Sarah Bush Lincoln Health Center Medical Library, Mattoon; The Urbana Free Library; Watseka Public Library; Willow Branch Township Library, Cisco