



G E O R G I A L I B R A R Y
PINES
Public Information Network for Electronic Services

PINES LIBRARY SITE VISIT LOG

DATE: 10.29.2008

LIBRARY: West Georgia Regional Library System / Neva Lomason Memorial Library

MET WITH: Jim Cooper, Roni Tewksbury, Jen Parker, Laurie Eubanks and Jacine Harrison (WGRL); Chris Sharp (PINES); Shae Tetterton, Karen Scheider, Don McMorris (Equinox).

VERSION OF SOFTWARE:

ISSUES LOG

BUG / HELP DESK	<p>Daily cash report: need columns to total and to left-justify.</p> <p>Receipt printer: Extension services is experiencing an issue where the first receipt printed (on their Epson TM-T88IV) is delayed. It looks like the Windows print queue waits for an "end of job" signal.</p>
SOFTWARE DEVELOPMENT	<p>Daily cash report: less clicking to get to numbers;</p> <p>Circulation: Renewing a single item shouldn't require a confirmation; renewing a patron and an "item in hand" takes too many steps; when checking out an item and the patron has holds, requiring a click on the warning message adds unnecessary steps; Copy notes are buried and should be searchable.</p> <p>Holds: Staff would like the ability to place holds (including title) that will only use local items for fulfillment, and will not attempt to target items of other libraries; Everyone needs to understand the way the Holds module actually works right now & what can be done to correct problems with transiting and transfer of items.</p> <p>Billing: Billing is slow. Staff would like to be able to enter a payment that isn't necessarily attached to a patron or bill. Currently, it takes several minutes (literally) to bring up a patron, add a bill, then pay the bill.</p> <p>UI: Progress bars are requested by several. For some things (such as</p>

	<p>billing) where delays can be expected, some indication that it's processing is desired (to prevent "did I really click it?").</p> <p>UI: When pulling up the catalog anew, the previous search is still in there. It should be blank.</p> <p>Reports: Recurring reports should e-mail the data (not just a link).</p>
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RESOLUTION TRACKER		
	ISSUE	ASSIGNED TO
BUG / HELP DESK	Daily Cash Report	
BUG / HELP DESK	Receipt Printer	
BUG / HELP DESK	UI: Sticky Searches	
SOFTWARE DEVELOPMENT	Holds	Emily: Forming a Holds Working Group – forming roster and holding initial meeting week of 11.10
SOFTWARE DEVELOPMENT	Report	Emily: Forming a Reports Working Group – forthcoming after Holds WG formed.
SOFTWARE DEVELOPMENT	Daily cash report: less clicking	Emily: Incorporating into priorities spreadsheet; Next steps: spreadsheet will be vetted by Directors and then by Equinox. From that, a development timeline will be shared with all.
SOFTWARE DEVELOPMENT	Circulation	Emily: Incorporating into priorities spreadsheet; Next steps: spreadsheet will be vetted by Directors and then by Equinox. From that, a development timeline will be shared with all.
SOFTWARE DEVELOPMENT	Billing	Emily: Incorporating into priorities spreadsheet; Next steps: spreadsheet will be vetted by Directors and then by Equinox. From that, a development timeline will be shared with all. Note: Billing is a high priority for most sites. This will be reflected on the priorities spreadsheet.

SOFTWARE DEVELOPMENT	UI Progress Bars	Emily: Emily: Incorporating into priorities spreadsheet; Next steps: spreadsheet will be vetted by Directors and then by Equinox. From that, a development timeline will be shared with all.
TRAINING		
POLICY AND/OR PROCEDURAL	Holds	Policy decisions will be made based on recommendations from working group.