

12/17/19 KDAC minutes

People present-

Ricardo Cisneros San Francisco

Sam Lundberg New Mexico

Cyndi Reimer California Department of Education

Shawn Lemieux

Keystone

Katy Patrick, Kyle Honeycutt, Drea Callicut

Development updates to Keystone

Improving error handling Duplication Work flows

Check cartridge at the beginning for check out of cartridge. At the beginning of the process there will be an error details about why a cartridge can't be checked out.

Q- Can orders be deleted that have indicated errors?

A- The issue will stay on patron's order tab for finding statistical purposes.

NOTE it will not stay on the Gutenberg just in KLAS

The plan is that we will be able to indicate that the error has been handled by a staff member, and archive the order. There is not a time line for this yet.

Mitigation automatically making all orders to titles copying right away

Keystone has addressed the original issues and are moving forward with being able to cancel orders in Gutenberg

We will be able to indicate that this has been handled by a staff member. This has been corrected for Scribe and working on it for Gutenberg

Order sizes can be too big for cartridges

This has been addressed on the Scribe and Gutenberg

Q- How will it work when people bring in personal cartridges for walk in patrons

A-This system is not in place yet but is being considered

An Email will be sent to Keystone regarding this issue by Ricardo

E commerce shipping issue

There was an issue with book orders being perceived as pick up orders due to missing catalog information.

The issue is being fixed

Ongoing progress updates

Batch manager performance improvements

Putting more into the batch manager, if there was one job in the batch manager that was taking too long, it would back up other processes that needed to be completed.

Problematic for Gutenberg in batch manager for walk in patrons

Keystone plans on adding a Gutenberg function to prioritize walk in patrons

Gutenberg offers a priority field which is now being enabled

Keystone is investigating designating batch managers to specific functionality so that batch managers are prioritized

Improving walk in service they will be set for a higher priority

Scribe has just added a single PCC mode

Possibly consider adding a print card function to the process

Please advise Keystone if you have concerns about the walk-in functionality

Q- Currently there are two ways to create a duplication order (1)from service queue (2)quick request only. Only one of those creates a printable mailing card? Keystone will take a look to see if a print mail card button will assign duplication order and print a mail card.

Scribe downloading issue

Scribe has a cache of titles that are already downloaded

Some downloading of new titles has been slow and problematic

The issue is currently being addressed

Keystone is working toward Scribe having all titles

Possibly download titles over night

Q-Will there be a way to prioritize downloading of the most popular books, new books, authors and bestsellers for nightly download?

IRC webinar update Cyndi Reimer

California hosted a webinar about how they use the system and assist each other.

There were 5 or 6 other states calling in. It was a positive productive webinar which hopefully will be held quarterly

California will begin hosting these for their users in the state. Katy asks Cyndi to write up a synopsis for Keystone when these take place.

Open business

Q-Where is the next KLAS users conference going to be held? Please keep in mind that a lot of people will not be able to travel and are looking for ways to keep up with the technology from afar.

Schedule next meeting
January 22, 2020 at 2 pm

Notes respectfully submitted by Shawn Lemieux NYSTBBL