

SUMMARY OF MAJOR ACTION AND DISCUSSION ITEMS

eiNetwork Technology Council Meeting May 28, 2009

Members present: Diane Klinefelter, Kathy Firestone, Sandra Collins, Tina LaMark, Mary Monaghan, Kaarin VanAusdal, Marilyn Jenkins, Mike Nangia, Rebecca Serey, Debi Ryder, Samuel Taylor, Jeremy White, Dan Waksman, and Ernie Williams

Visitor: Mary Coyle

Ms. Serey reported that the eiNetwork Board approved modifying the budget for the Catalog Front End as recommended by the Steering Committee. An implementation plan is being developed. The plan will include testing, marketing tools, and staff training.

Mr. Waksman handed out the [Public PC Management System Taskforce](#). Mr. Waksman explained that there are currently eight or nine vendors in this arena and the eiNetwork staff is trying to select the top four vendors for the taskforce members to view product demos. The taskforce will meet next week.

Ms. Serey announced that the New OPAC Interface target launch is June 9th. Please take a look at them at our staging Web site: <http://catalog.einetwork.net:2082/search/>

Ms. Serey explained that the PC security management and help desk service areas have been transitioned to the new services partner. The network administration transition is in process. eiNetwork staff continues to measure the service level commitments with the vendor to identify process improvement opportunities. When a ticket is closed an email is sent to the customer with a link to a customer satisfaction survey. Only a few responses rated the overall service as average or below. All the other responses rated the service above average or excellent.

Ms Serey reviewed the [Summary Analysis of the 2009 Library Technology](#).

Agenda items for the June 3, 2009 User's Group Meeting at 10:00 am at Northern Tier Regional Library are Summary Analysis of the 2009 Technology Plans and a demo of the new OPAC interface.

Submitted by
Mary Coyle, eiNetwork
May 28, 2009