

London Libraries Consortium operations meeting 24.6.08

Present: Ann Rennie (Havering), [REDACTED] ( ), [REDACTED] (Newham)  
Matthew Wright (Havering), [REDACTED] (Barking), [REDACTED] ( ) [REDACTED]  
[REDACTED] (Ealing), [REDACTED] (Waltham Forest) [REDACTED] ( ), [REDACTED]  
[REDACTED] ( ), [REDACTED] (Enfield), [REDACTED] ( ), [REDACTED] (Brent),  
[REDACTED] ( ), ? Hackney. DS representatives: [REDACTED]  
[REDACTED] and [REDACTED]

Apologies: [REDACTED] (Redbridge) [REDACTED] (Richmond).

1. Minutes of previous meeting were accepted.
2. Role of the group was discussed. Sub groups should make decisions and refer them to the LLC ops. Meeting for ratification. Meetings to be diarised in advance and agendas sent out in advance, to enable representatives to discuss at local level. Governance document will set out roles. Each authority should send a representative or send information/ requests with a colleague from a neighbouring authority. All dates to go onto DS web portal. Operations meeting was to
  - a) Look at reports from DS on performance
  - b) Ratify decisions from groups
  - c) Project review
  - d) Change control – any issues, otherwise Change controls to be dealt with by email.
  - e) System /software enhancements which may be presented to the board
  - f) Road map
  - g) Any decision sent upto the board and overturned to have feedback at Ops meeting on decision.

DS joined the meeting at this point.

Change controls – DR to take on Change controls after this meeting.

3. LLC system down time log. DR shared this with the group, explained only covered 8.30-5.30pm. GB queried that in order to see patterns and learn from this, we should have all periods shown, but an extra column to differentiate from core time. There is not much data on why down time occurred in March and April, as at this point technicians were trying to get the system back online and were not noting the causes. It was pointed out that the web catalogue was 24/7. A 3 month rolling report to be produced.
4. System resilience. Discussion of 3 way mirrored disks, LPSN or second server option. Time scale and costs to be provided to AR and then to be taken to board with the benefits of the system. Action AR Sun did not attend the meeting requested, but DSI to do costings.
5. LPSN, the earliest date for implementation is September with Havering to be test bed site. In the mean time DS will do the BT side of renewal of line contracts (renewing them for 3 months) [REDACTED] keeps the list of LPSN certificates granted.

6. Performance monitoring. LLC printed datamailers to be put onto the web portal. It was felt that the callpoint and email and sms figures would be useful, as we can use that as evidence for costs.

DS to send an email stating that back up was done on specified date to LLC members

**Action DR**

March reservations report drill down statistics still outstanding for LLC members

**Action [REDACTED]**

7. Web portal access by library name and password, the help desk can give you the password if you do not have it. Convenors of groups to send minutes and agendas to [REDACTED]. Also to ensure that all members details are updated on contact list. The portal will be one place for new joiners to find things such as procedures, so all procedures agreed to date must be sent to [REDACTED], but email to come from convenor.  
**Action All**  
To display back copies of meetings for a year.
7. Viewpoint testing – need to test the plan. DR to talk to HG to see if it is working as expected, then to establish deadline for implementation.  
**Action DR and HG**
8. In cataloguing – a script by authority has not yet arrived.
9. ILL module – queries sent in by GB being chased with DS
10. SSL – Havering has this, but as URL's separate will need a certificate for this. All members to check to see if they have a corporate licence. Need to give DS details of this, otherwise we will have to get group or individual licences. **Action AR to let all know what certificate they have. All to report on whether corporate licence.**
11. OG 3.114. Brent is trialling this. Is in QA now, it will be made available and can be rolled out, however at this point members can do so if able. We do not need to reconfig fall back. However if future problems with down time are traced to fixes in this version then this may have an impact.
12. OG 3.25 is not expected until the first quarter of 2009.
13. LLC call point connect – agreed to changes to the phone menu.
14. Change controls all red changes to be done by 30<sup>th</sup> June. – **Action all to notify DR**
15. All to check project review.
16. New joiners – cascade training happening and configuration to go live in September.

DNM 5<sup>th</sup> August. Redbridge to do the minutes and send out the agenda.

Agenda to go out the week before. Meeting to be at 10am, with DS to join at 10.30am