



Talis Support Newsletter - Issue 10

August 2005

In this issue:

- [Important Announcements](#)
- [Blog and Forum Update](#)
- [Talis Additions](#)
- [New Material from the Talis Developer Network](#)
- [Frequently Asked Questions \(FAQs\)](#)
- [Comments, Feedback And Contacts](#)

Welcome to issue ten of the **Talis Support Newsletter**, in which we give further details on the Talis Additions partnership initiative. We welcome any queries or suggestions that you may have for this or future newsletters. Please use the Support Forum (www.talis.com/forums) to post your views on any aspect of Talis' products and services.

Important Announcements

British Library Loan Codes

The British Library Document Supply Centre has contacted Talis to state that there has been a change to the use of special requirement codes. Further details will be published by the BL in a Customer Update shortly.

In the past it has been possible to send requests with no special requirement code selected, leaving it to BL's discretion to supply the appropriate media.

However, now it is necessary to select a delivery method on every request.

You should select either LOAN or PHOTO. If this is not done the request could fail and a report code NCOP returned. You would then have to reapply for the item as a LOAN.

Within Talis Alto and Talis Text just select the LOAN or the PHOTO requirement code from the pull down list. You will NOT be prompted to enter LOAN or PHOTO if neither code is selected so it is important that selecting one of these codes is included in your process if this is not already done.

Talis Alto Support

Alto customers running older versions of Talis Alto should note that following the release of Alto 2.1 last month, Talis is no longer supporting Alto 1.3 or its antecedents.

This is consistent with our ongoing policy of supporting the two latest releases of Alto. Talis Alto 3.0, which is in Beta test at present, is not yet regarded as one of the two supported versions.

We would encourage all customers running Alto 1.3 or earlier to upgrade to 2.1 at the earliest opportunity.

Please refer to the Talis Alto site at www.talis.com/customer_area/alto/ for further details on downloading Alto upgrades, plus the requirements (previous versions, etc.) for running those upgrades.

Talis Mobile Help

Following discussion regarding the documentation for Talis Mobile on IIS-Talis recently, we are pleased to announce that the online Help facility has now been updated. The updates concern the sections **Adding Routes and Stops** and **Validating Bar Codes**. In addition, the section of the Release Notice concerned with problems encountered when copying catalogues now includes extra visual detail. All the revised versions of the Talis Mobile documentation may be accessed via www.talis.com/services/documentation/whats_new.shtml.

Project Lyra Preparatory Tests

Customers who have expressed specific interest in the Lyra project will shortly have the capabilities of their systems tested. One aspect of these tests involves monitoring Sybase, with part of that monitoring requiring DBCC TRACEON to be set.

During the monitoring period, messages stating that "DBCC TRACEON" is set may appear on the main console and in the Sybase errorlog. These messages and this method of monitoring will have no adverse affect on the system, and the messages can safely be ignored.

Talis Training in 2005: Forthcoming Courses

7th – 8th September 2005 – Talis Prism (two day course)
23rd September 2005 – System Management-: Preparing for MARC21
18th October 2005 – Database and SQL
19th October 2005 – System Management-: Managing Talis PERL reports
20th – 21st October 2005 – Business Objects
15th February 2006 – Financial Year Rollover

For details on these and other courses, please see www.talis.com/training. If you wish to discuss which training options are best for you, please contact the Training Team on +44 (0) 870 400 5419 or email training@talis.com. Owing to popular demand, we are currently negotiating with one of our customers to host a *Preparing for MARC21* session in Scotland – further details to follow.

In addition, the next Talis Support Day is scheduled for Thursday, October 6th. Please use the fax back form at www.talis.com/services/help_desk/support_day_06_10_05.pdf or contact Maria Dawson at maria.dawson@talis.com to book a place. Admission to Support Days is free of charge.

Blog and Forum Update

There are two further additions to Talis' increasing portfolio of blogs to report this month.

Inbetween is the blog of Chief Technology Officer Justin Leavesley, and is described as containing "thoughts on software, innovation and people". Recent posts include a piece on Resource Description Framework (RDF), partly in response to articles in the semantic web community debunking Clay Shirkey's writings on the Internet; and a comparative analysis of web services and the semantic web as two key enablers of the content and function (re-)deployment envisioned by Web 2.0.

The work of Lee McCance, Lead Analyst at Talis, **The Agile Analyst** offers thoughts and insight on many analytical techniques and their deployment. New posts so far this month have included an assessment of "user stories" - best thought of as use cases / requirements – and how and when to use them. The pitch the London Olympic Bid team used to secure the 2012 games, and how organisations and managers can learn from the emphasis the team placed on their bid's legacy to "real people and users", is also discussed.

Inbetween and The Agile Analyst can both be accessed from the Talis Blog website; www.talis.com/community/Talisblogs.shtml

Talis Additions

Talis has launched **Talis Additions**, a network of partners working together to deliver integrated solutions to libraries. Through the initiative, Talis intends to forge close links with complementary solution providers to offer a wide choice of solutions that can be designed to meet specific customer requirements.

Partnerships have now been developed, including with;

- **Business Objects**, the management information systems provider
- **TalkingTech**, our partners on the automated (incl. SMS) notification and renewal solution Talis Message
- **3M**, provider of self-issue, security system and RFID solutions
- **Intelligent**, RFID / data capture experts
- **Lorensbergs**, responsible for products such as PC booking system solution Netloan

Certain Talis Additions partners have now joined the Talis Developer Network (q.v.), and have begun the process of creating the standards-based interfaces required for integrating our products. At the same time, Talis' close liaisons with partners ensure we are pursuing complementary product strategies.

Further details on Talis Additions can be found at www.talis.com/additions/, along with links to all our partners in the fields of applications, technology, development, content, service and procurement.

New Material from the Talis Developer Network

Res_item_rotate.pl

A new version of res_item_rotate.pl, the script used for passing item requests through sites on a stock rotation rota, has been made available via TDN. The script is now able to take account of when a site is closed and therefore overlook it for the purposes of meeting a request, even if that site has the "Staffed" flag set in the Open and Closed Rules for that period.

Res_shelf_upd

In a similar vein, the script res_shelf_upd has also been modified to fix a longstanding omission. Up until now an uncollected (overdue) reservation which has been cancelled by operator or borrower has resulted in no requester name being displayed in the script's report, thereby making it hard for staff to find the cancelled items on the physical reservation shelf where – for many Talis customers - they are shelved by requester name.

Please remember that this material is only accessible by signing up to the *Talis Developer Network*. For more information on the material, or to acquire a login if you have not already done so, please visit www.talis.com/tdn/index.shtml.

Frequently Asked Questions (FAQs)

Talis Support receives a vast number of questions and has a large Knowledgebase. In this section, we cover some of the most frequently asked and answered questions.

How do we make Last Useful Date editable for Talis Prism Reservations?

In Alto or Text Talis Parameter Management > Rules > Opac > Borrower Reservations, set the edit date to Yes for the required Borrower Type and Site Profiles. Then, in Webmin > Operational Parameters > Reservation, set TAL_WEB_LAST_USEFUL_DATE=True, submit and apply changes.

Is there any way of finding and unlocking Talis Alto users?

To find all the users that are locked;

```
1> select * from OPERATOR
2> where USER_LOCKED = "T"
3> go
OPERATOR_ID PASSWORD PROFILE_ID
NOTE
PASSWORD_CODE PASSWORD_CHANGE_DATE
PASSWORD_AGEING_ENABLED USER_LOCKED CAN_CHANGE_PASSWORD
PASSWORD_ATTEMPTS
-----
hi1 NULL 3
31d6cfe0d16ae931b73c59d7e0c089c0 NULL
F T F
5
gl2 NULL 3
31d6cfe0d16ae931b73c59d7e0c089c0 NULL
F T F
10
cn1 NULL 3
31d6cfe0d16ae931b73c59d7e0c089c0 NULL
F T F
7
sel NULL 3
31d6cfe0d16ae931b73c59d7e0c089c0 NULL
F T F
7
talis NULL 3
31d6cfe0d16ae931b73c59d7e0c089c0 NULL
F T F
104
```

(5 rows affected)

To unlock those users;

```
1> update OPERATOR
2> set USER_LOCKED = "F"
3> where USER_LOCKED = "T"
4> go
```

(5 rows affected)

To check to see if any users are still locked

```

1> select * from OPERATOR
2> where USER_LOCKED = "T"
3> go
OPERATOR_ID PASSWORD PROFILE_ID
NOTE
PASSWORD_CODE PASSWORD_CHANGE_DATE
PASSWORD_AGEING_ENABLED USER_LOCKED CAN_CHANGE_PASSWORD
PASSWORD_ATTEMPTS

(0 rows affected)

```

How do you create drop-down menus in Talis Signpost?

1. Open an .Eterm. session.
 2. Type in your login and password for Signpost.
 3. cd /usr/opt/blcmp/signpost/bin
 4. At the UNIX prompt, type ins_tlist_dropdown.sh
- You will be prompted as follows:
Please enter database to be updated:
5. Enter either tutor_signpost or prod_signpost
- You may prefer to enter rows in tutor_signpost first in order to check the online appearance of the dropdown menus before they are used in your live database.
6. The following message is displayed:
Please enter the numeric value for SUB_TYPE:
 7. Enter a number corresponding to the menu that you wish to add a row to. The available sub-types are:
 - . 201 - Subject Type (appears under the Subject Details form).
 - . 202 - Department (appears under the Subject Details form).
 - . 205 - Category (appears under the Entry Details form).
 - . 213 - Public Note (appears under the Subject Details form).
- Once you have entered the number, you will be prompted as follows:
Please enter the text to be displayed:
8. Enter the text you wish to appear in the menu. Once you have entered the text you will be prompted as follows:
Please enter the staff note (optional)
 9. Enter the optional text. If you do not wish to attach a note for Staff purposes, press <return>.
 10. Finally, you will be asked to confirm your input. If it is correct, enter Y, otherwise enter N.

Comments, Feedback and Contacts

Please let us know what you think of the Talis Support Newsletter. We want to hear your views and contributions so we can share them with our community of customers, and of course use them to improve our products and services. You can contact us via email support@talis.com or call +44 (0) 870 400 5400.

If you have been forwarded this by a colleague and would like to subscribe to Talis Support Newsletter, please email subscribe@talis.com. Please email unsubscribe@talis.com to unsubscribe.

Talis Information Limited

Telephone: +44 (0) 870 400 5000 Fax: +44 (0) 870 400 5001 www.talis.com

The copyright in the content (content being images, text, sound and video files, programs and scripts) of this newsletter is owned by Talis Information Limited ("Talis"). The content of this newsletter may be retrieved and downloaded solely for personal use. No content may otherwise be copied, modified, published, broadcast or otherwise distributed, in whole or in part, without the prior written permission of Talis. Requests for permission to reproduce material from this newsletter should be addressed to: marketing@talis.com. Talis® is a registered trademark of Talis Information Ltd. All other rights reserved.