

philklein: Hi, any thoughts about TechAtlas?

gabber166 has joined.

Sent at 09:43 am on Friday.

gabber166: I have a question about the computer inventory with the local computer file.

philklein: sure, i know that tool well.

just as an intro, I'm the lead developer for techatlas.

Sent at 09:45 am on Friday.

gabber166: When using it on a couple of new computers, it shows RAM of 511 instead of 512. That makes the recommendation that the computer needs to be replaced because it doesn't have 512 RAM. Am I doing something wrong or is this a bug?

philklein: The way RAM is calculated is a bit quirky this way, so it's more a bug than anything you did wrong.

gabber166: Thanks, Phil.

philklein: one workaround would be for us to adjust the minimum for the recommendation to 510 or 500 MB RAM

The RAM value isn't quite exact, so on some computers you will find 511 MB where it should be 512MB. I'll research this to see if we can average the value up to 512MB.

gabber166: It isn't a big problem. I can just delete that objective from my tech plan. I looked at Tech Atlas about a year ago and it seems like it was just another place to type in info. After attending our Rural Sustainability workshops in Iowa, I looked agai

philklein: were there any important features that it took a while for you to uncover?

gabber166: Not really, the trainers at the Iowa workshops did a good job of explaining it.

philklein: yeah, I noticed someone is offering trainings in techatlas as a roaming consultant.

gabber372: I didn't see the Event Tracker for a long time, but since then have come to rely on it.

philklein: Yes, Event Tracker is one of those features you don't notice at first.

I have noticed that usage of event tracker has been growing steadily.

Was it hard to figure out how to use it?

gabber372: I figured it out pretty quick, but it took a while to get staff comfortable with using a web form to post help requests, rather than just picking up the phone to me.

philklein: Yes, it always takes some effort to get used to something new.

gabber372: yeah, but it saves me a ton of time, and I have an ongoing log of the changes and fixes i've made so it's easy to re-use those in future cases.

philklein: We're working on some improvements to Event Tracker.

For example, you'll be able to search for event tracker items, and also we'll track the date each time an event is updated.

By the way, the Event Tracker is the lightweight help desk tool in TechAtlas. You can find it in the Inventory section, under the Event Track subsection.

gabber372: I don't have any requests, but those improvements sound good.

Welcome to **Gabbly!**

Jeff Hall: Looks like we're getting lots of good questions!

philklein: Hi Jeff, welcome.

Sent at 10:05 am on Friday.

Jeff Hall: Glad to see that some folks are discovering (and using) the TechAtlas Event Tracker - it's a great tool that some libraries have been able to get a lot fo value from!

philklein: Some folks have used it to track hundreds of changes and events, mostly related to fixes to computers.

I've been thinking it would be great to mine the information there -- to see what are the most common kinds of problems and fixes, and then share that in a helpful format to users.

Sent at 10:08 am on Friday.

Jeff Hall: Interesting idea, so long as the data is "anonymous." It makes sense that technical solutions uncovered by one TechAtlas user could be beneficial to other libraries.

That really expands the notion of the TechAtlas Event Tracker as a "knowledge base", if the user has the option of expanding the base beyond their own library

philklein: yes, making the data anonymous is key, and can be done, though it would take some editing.

Sent at 10:12 am on Friday.

gabber372: I've wondered how I could get actual technical assistance online that is relevant to unique library needs.

Sent at 10:14 am on Friday.

Jeff Hall: WebJunction has tried to meet that need to some degree through the online discussion forums, but they are completely community-driven, so some forum questions get good answers, and others do not. But it's a start...

Sent at 10:16 am on Friday.

gabber92: Greetings, I've been following along and just wanted to comment on how great this sight is going to be for anyone that needs to do a technology plan for e-rate.

The whole process is laid out for us library people to the point where it is almost fill in the blank.

Jeff Hall: Thanks for the comment! We've tried to do a lot with making TechAtlas useful for those pursuing E-Rate funding

In fact, we did a webcast on this very topic earlier this week - materials from that session are available on WebJunction

gabber92: I've been a strong advocate for your website whenever we get together for technology meetings.

I missed that one, but plan to pick it up when I have a bit of spare time.

Jeff Hall: Glad to hear it - we appreciate your help in getting the word out!

The materials from the webcast are available at the following URL (towards the bottom of the page):

<http://www.webjunction.org/do/DisplayContent?id=13373>

gabber92: I'm interested in knowing if I can find tech help on wireless adapters anywhere on your site or on webjunction.

Jeff Hall: There should be some relevant information on WebJunction in the discussion forums - I'll take a look right now

Sent at 10:22 am on Friday.

Jeff Hall: There have been some relevant postings in WebJunction's "Everything Else About Hardware" forum:

<http://www.webjunction.org/forums/forum.jspa?forumID=23&start=0>

That forum is monitored by some of the former Gates trainers, who can often provide answers to technical support questions

philklein: There's this resource on TechAtlas: A Library Policy for Public Wireless Internet Access -- View Web Page -- "Michael Sauers looks at how one library has handled policy for public wireless internet access." -- posted by WebJunction

Sent at 10:26 am on Friday.

philklein: <http://www.webjunction.org/do/DisplayContent?id=11033>

Jeff Hall: There is also an entire forum devoted to wireless computing on WebJunction:

<http://wa.webjunction.org/forums/forum.jspa?forumID=44&start=0>

It's hosted by Bill Drew from the Morrisville College Library in New York, who has a lot of knowledge about wireless networking in libraries

Sent at 10:30 am on Friday.

gabber372: Techsupport on lists is great as far as it goes. I find myself needing to look on different lists frequently, and it's rare that i monitor a list on a regular basis.

gabber372: Lists for me are best when I know a few of the people and can reliably get a response in a short span of time. Any idea how quickly responses are posted to the WebJunction lists?

Sent at 10:33 am on Friday.

Jeff Hall: Response time varies widely on the WebJunction forums - it really depends on how many people are monitoring the particular forum topic. Some of the hardware-related are quite active and tend to generate response quickly.

The wireless networking forum mentioned earlier is a good example, since it has a dedicated moderator (Bill Drew) who is quite active on WebJunction

Sent at 10:35 am on Friday.

Jeff Hall: The earlier comment about TechAtlas being "just another place to type in info" is a good point - we're trying to add more automated features to TechAtlas with each new version to increase the value of the tool beyond being a "container" for manually-

entered information

Sent at 10:37 am on Friday.

Jeff Hall: We should also mention that we've come up with a way for library staff to have a read-only view of Event Tracker events. This should be a useful feature that allows staff to review events that have already been logged before they log a new event

philklein: The focus of the tools continue to shift towards providing better reports and methods of processing the data so it's more valuable. ERate is a great example of the value-add of better organizing and processing the information in techatlas.

Sent at 10:48 am on Friday.

Jeff Hall: Just as a reminder, TechAtlas technical support is available anytime (even when this chat isn't active) by e-mail at techatlas@webjunction.org

Sent at 10:54 am on Friday.

Jeff Hall: If you have questions or comments about TechAtlas, please speak up!

philklein: Hi, gabber514, welcome.

gabber514 is now njyount

Sent at 11:03 am on Friday.

njyount: I have been working with the Inventory tool for some time now. Is there a place or area I should direct questions on problems I run into?

Jeff Hall: You can ask questions here, or you can e-mail them to techatlas@webjunction.org

That e-mail address is the tech support address for TechAtlas for Librarues

(I meant Libraries)

njyount: I will email them since I have a few and would like to track the progress

Jeff Hall: Sounds good!

Sent at 11:09 am on Friday.

Jeff Hall: Hi gabber202, welcome!

gabber202: I am still filling out our inventory but can I print out the objectives without all the created by

Sent at 11:15 am on Friday.

Jeff Hall: Your question got cut off a bit - can you repeat the end of the question?

gabber202: I want a print out that doesn't show the "created by Tech Atlas" statement.

Sent at 11:17 am on Friday.

Jeff Hall: I think we have a fairly easy way to do this - I'll check on it right now....

gabber202: Thanks. by xchemist

Sent at 11:18 am on Friday.

Jeff Hall: The easiest way to do this is to go to the "Evaluation" tab in TechAtlas. There is a link on that page for the "Downloadable Technology Plan." If you follow that link, section "E" of that page contains the text of your goals and objectives.

You can copy them from there without the "created by..." statements.

Sent at 11:20 am on Friday.

gabber202: OK, that is easy. I just haven't worked my way though the whole thing yet. This way I can give my director a copy to scribble on without losing the original set. Thanks, Jeff.

Sent at 11:22 am on Friday.

Jeff Hall: You can also download the same page as an MS Word or RTF document - download links are on the upper right of the "Downloadable Technology Plan" page.

gabber202: OK, I just have to click a few more buttons and keep looking. Tech Atlas seems to have all the bases covered. Thanks.

Sent at 11:24 am on Friday.

Jeff Hall: You can always send TechAtlas questions by e-mail to techatlas@webjunction.org, since we only do this chat once a week. The e-mail inbox is always open!

gabber202: Thank you again. I will add the support address to my book. xchemist

Sent at 11:26 am on Friday.

gabber485: Is that me? thank you for the welcome

Just seeing what the topic is.

Well...there are two people...is there usually more?

Jeff Hall: If you have any questions or comments about TechAtlas for Libraries, just speak up! We had a few more people earlier, but the number of gabbers ebbs and flows

gabber485: Oh...I am just exploring webjunction and techatlas...nothing to gab about just yet.

Sent at 11:30 am on Friday.

gabber485: There is quite a lot to look at.....have a great day. bye

Jeff Hall: We do this chat every Friday, so you can always join again when you do have questions, or send them by e-mail to techatlas@webjunction.org

Sent at 11:31 am on Friday.

gabber434: Hi Jeff!

It's Brenda Hough in Kansas

Sent at 11:50 am on Friday.

Jeff Hall: Hi Brenda!

gabber434: We are having a TechAtlas class here in Kansas!

Right now

We are just getting started but wanted to say hello

Jeff Hall: Excellent - I hope your class is going well!

Sent at 11:54 am on Friday.

gabber434: Is this the first chat session?

Will they be every Friday?

Jeff Hall: Yes it is. We had a good number of people on earlier, so we are planning on repeating this every Friday

Jeff Hall: Phil Klein, who is the lead programmer on TechAtlas, joined in earlier, and will try to join the chat every Friday as well.

Sent at 11:56 am on Friday.

Jeff Hall: We'll be shutting down for today in a few minutes, but we will do this again next Friday, August 4 from 9-12 PDT (12-3 EDT)

Sent at 11:59 am on Friday.

gabber434: ok, thanks! this is great - we're getting people signed up now :)

Jeff Hall: Excellent! Thanks for all of your great work Brenda!

Jeff Hall: That's all for today - please join us again next Friday August 4 beginning at 12 noon EDT, 9 am PDT.