

Athenaeum Newsletter Mar 09

March Already!

The year is scurrying along very quickly. We have done many roll-outs of version 8 of Athenaeum Pro and increased our remote support capabilities quite significantly since last year. Read on for more

Remote Support

Those of you who have received Athenaeum Pro updates recently may have noticed an included quick support application. This is one of a growing genre of programs that allow us to connect to your computer and help you solve problems, learn new skills and look for more efficient ways to use Athenaeum.

The application we use is "firewall friendly", secure and really quite fast. Its flexibility means that we have been able to work with nearly every Athenaeum user (there are currently two networks that are so very locked down that we can't get in).

The quick support application along with the phone or Skype, allows us to talk to you while we share your screen, keyboard and mouse. We have provided hundreds of hours of instant, customised training, support and guidance in the last few months.



Please talk to us if you want to try this out.

Use the support e-mail address

The last few months have been busier than ever (what recession?). However, many people have continued to e-mail individuals for support queries. While we try to respond quickly to such replies, you will get quicker replies if you e-mail support@sumware.co.nz.

Athenaeum Pro 8.1

Athenaeum Pro 8 has been out for only about 5 months or so. However, we receive a steady stream of requests (mostly through our web forum and e-mail). Athenaeum Pro 8.1 is planned in the next

few months and will likely include the following new features:

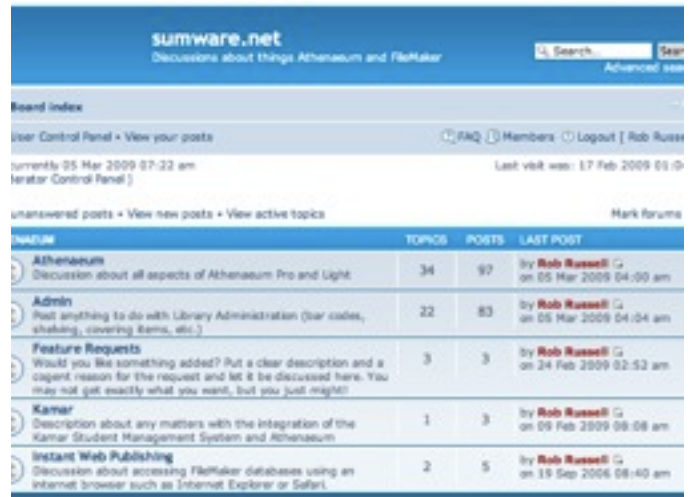
- * Improved international date handling - this will attempt to unify date formats with your computer's date display formats (e.g. d/m/y or m/d/y)
- * Currency handling - allow you to include monetary amounts in correspondence with your patrons in your preferred currency (e.g. pounds, dong, DM, etc)
- * Stock takes to record time stamps rather than simple "checked" status
- * Low level admin user - give library helpers administrative access to catalogue new books, but not adjust borrowers, nor reserves.
- * FileMaker Pro 10 summary titles - more compact search results lists
- * FileMaker Pro 10 direct e-mail - without using your mail client
- * Overdue lists sorted by other borrower fields
- * Some subtle interface tweaks
- * More "under the hood" tweaks

There are also quite a few features we are currently looking at that won't make it to v8.1 as well as some upcoming changes with Kamar integraton.

If you have features you would like to see in Athenaeum, as always, don't hesitate to suggest such a feature. Such suggestions are very helpful if you also can describe clearly how you would use the feature and why it would be useful. Please don't assume that someone else has suggested a feature, because they may not have. We recently received 2 suggestions that were so obvious upon reflection, but surprisingly had never come up in our 17 years of library software management.

Forum Registration?

Did you register for our web forum? Did you receive confirmation of your registration? If not, please send us a note. The forum is open to any Athenaem customer, however it is bombarded with "robot" computers trying to register so they can try to find web sites allowing them to send e-mail spam or malicious software. We look at every registration, but the sheer number of robot registrations means that we do sometimes miss legitimate registrations. Contact us at our support e-mail address if you have not successfully registered.



The screenshot shows the forum interface for sumware.net. At the top, there is a search bar and navigation links for 'FAQ', 'Members', and 'Logout'. Below this is a 'Recent index' section with links for 'User Control Panel', 'View your posts', and 'Mark forums'. The main content is a table of forum topics:

Topic	TOPICS	POSTS	LAST POST
Athenaeum Discussion about all aspects of Athenaem Pro and Light	34	97	by Rob Russell ☾ on 05 Mar 2009 04:00 am
Admin Post anything to do with Library Administration (bar codes, shelving, covering items, etc.)	22	83	by Rob Russell ☾ on 05 Mar 2009 04:04 am
Feature Requests Would you like something added? Put a clear description and a cogent reason for the request and let it be discussed here. You may not get exactly what you want, but you just might!	3	3	by Rob Russell ☾ on 24 Feb 2009 02:52 am
Kamar Description about any matters with the integration of the Kamar Student Management System and Athenaem	1	3	by Rob Russell ☾ on 09 Feb 2009 09:08 am
Instant Web Publishing Discussion about accessing FileMaker databases using an Internet browser such as Internet Explorer or Safari.	2	5	by Rob Russell ☾ on 15 Sep 2006 08:40 am

Kamar Conference



We will be presenting, consulting and training Athenaem at the Kamar Conference in Rotorua in early March, as well as running an independent training session nearby for non-conference attendees.

Please contact us for details.

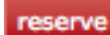
FileMaker Pro 10



FileMaker Inc. recently release version 10 of the venerable FileMaker Pro and FileMaker Server products.

Athenaeum is compatible with both of these and soon, new features will take advantage of FileMaker Pro/Server 10 if you have them.

Tip - Issuing to a reserver NOT at the front of the queue



Athenaeum Pro defaults to only allowing the first "group" of reservers to borrow one of a set of copies when they are at the front of the queue.

You can, however, issue to anyone you like using "Go" mode. See page 52 of the Athenaem Pro 8 manual for details.

QuickTime for web movies

Your web browser requires the free QuickTime plug-in to watch movies on our web site. If you are not hearing sound and your computer is sound capable, then you might find that you need to update your QuickTime.

Tip—Allow Athenaem to breath

A few sites in recent months have such stringent security restrictions that Athenaem can't access password controlled web sites (in some cases, can't even see the internet). Your IT administrator will need to allow the Athenaem or FileMaker applications the ability to store passwords. Unfortunately, this is out of our control if the policies are very restrictive.

Bugs

These happen.

And we have had a few niggly bugs in Athenaem Pro 8 that we have either stomped on or are tracking. You can discuss these in the forum, so do check there. For example, some users are getting a "this item is reserved" message, when the item is not reserved. The odd thing is that it is only a small number of users and we can't repeat the issue.

If something is not right with your copy of Athenaem Pro, please don't hesitate to check the forum or contact us on our support e-mail address.

<http://www.sumware.net/> ph: +64 09 411 5432