

#wherestombruno



# Atlas Update

August 2, 2013



**Genie Powell**  
Chief Customer Officer

genie@atlas-sys.com  
800-567-7401 x202  
@geniealisa



Things are both okay and horrible for Ed and MB right now.

Mary Beth Bell was diagnosed with breast cancer in March of this year. She had a mastectomy that hypothetically removed all of the tumor. But to further prevent a recurrence of the cancer, she is undergoing 12 weeks of chemo and 5 weeks of daily radiation to improve her chances of survival going forward.

MB is on a 14 day cycle right now and things are no fun for about 9-10 of those 14 days. She has only done 1.5 of those cycles so far and is frustrated at the lack of control and indignity of dealing with the medical community.

While she and Ed are doing very well as a team, particularly given that they had only recently started living in the same home all the time, MB is mad about all of this. Dropping F BOMBS kind of mad.

I have encouraged them to reach out for support but it is out of their nature. Much of the challenge for an illness like this is acclimating to the New Normal.

I am hoping to convince them to start accepting help in more tangible ways, but the Facebook group in addition to the blog will help us all stay on the same page and be a team.

# OMG! What can I do to help?

E-mail is great! Photos are great!

[edr@geneseo.edu](mailto:edr@geneseo.edu)

Ed's Blog: <http://destroythebeast.wordpress.com/>

Team MB on Facebook:

<http://www.facebook.com/groups/gomarybeth/>

LA Times article on

"How Not to Say the Wrong Thing"

<http://tinyurl.com/comfortindumpout>

 ATLAS SYSTEMS  
Library Connected Through Efficiency

Emailing little notes are great. Sending photos are great.

But be aware that sending things to Ed and MB is a bit like sending out paper boats. You may not get a response, but you still need to keep sending updates. Tell her how things are going in your life. Report on the status of your kids, pets, garden, love life, diet progress. Anything.



New People  
New Services  
New Releases



And now we'll talk about boring Atlas and ILLiad things for a bit.

# New People

# Caitlin Hafen



# Caitlin Hafen

- New Technical Writer
- From Brigham Young University's ILL office
- Very talented and already making significant improvements to docs

# Micah Vanella



# Micah Vanella

- New Junior Developer for Ares
- From Virginia Beach with Computer Science background
- Started 24 June

# New Dev Team

- Previously all 4 developers worked on a product at once for X weeks. Hard to schedule for out of the ordinary.
- As of Jan 1, each developer works on a particular product.
- Still in a group office and still self-managed team that shares information.

# New Services

# Concierge



 **ATLAS SYSTEMS**  
Library Connected Through Efficiency

# Concierge

- \$4999 annually
- Includes Ares and ILLiad  
(Aeon also available separately)
- All customizations done by  
Atlas staff (NOT SUPPORT)

# Concierge

- Two day on-site tune-up every other year
- Custom release orientation
- Dedicated service agent

# Concierge

- Web page edits
- Word doc customizations
- E-mail template tweaks
- Routing rules
- Online video library access

# ILLiad 8.4

- ILLiad 8.4 released 28 May 2013
- ILLiad 8.4.x.0 client planned for 11 November 2013 (no server or database changes)
- ILLiad 8.5 planned for May 2014

There were questions about what things would be in ILLiad 8.5. That is still very up in the air. But we are looking into how to best deploy text messages for notifications as well as we're hoping to include a flagging system for transactions similar to what Ares has. We also will be working on expanding the web circ functionality to allow for more "real time" notifications and tracking for items once they arrive at the library and work their way to the remote pickup location.

# ILLiad 8.4.x.0

- Policies Directory live lookup
  - Days to Respond
  - Lending Fees
- No more EMST table
- **MUST HAVE A WSKEY SET UP!**



# WTH is a WSKEY?

- <http://oc.lc/wskey>
- Setup Tips
  - need SSL certificate (https)
  - make sure no leading or trailing spaces in wskey and secret

# Article Exchange

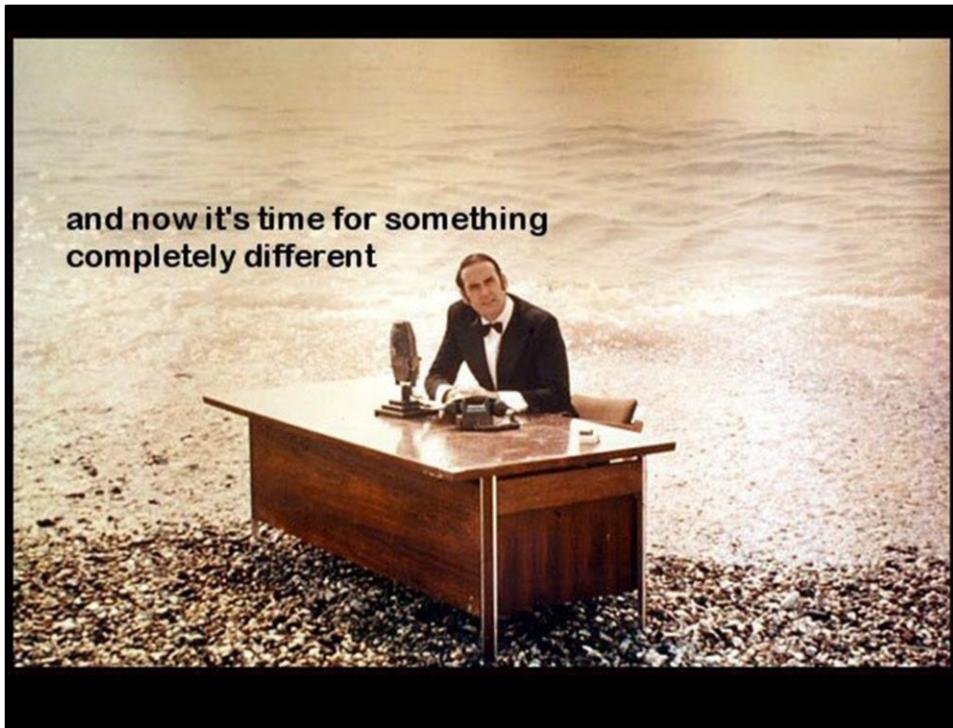
- Sends alerts for OCLC items
- Can send e-mails for other systems (RAPID, DOCLINE, ISO)
- AEURL: blah AEPassword: blah  
format for the Alert field

Remember to not send emails out along with your Article Exchange items if you're using ILLiad 8.4 and the built in Article Exchange workflow. You will spam your borrowing libraries with unnecessary emails because if they have ILLiad 8.4, they will already have the request handled automatically.

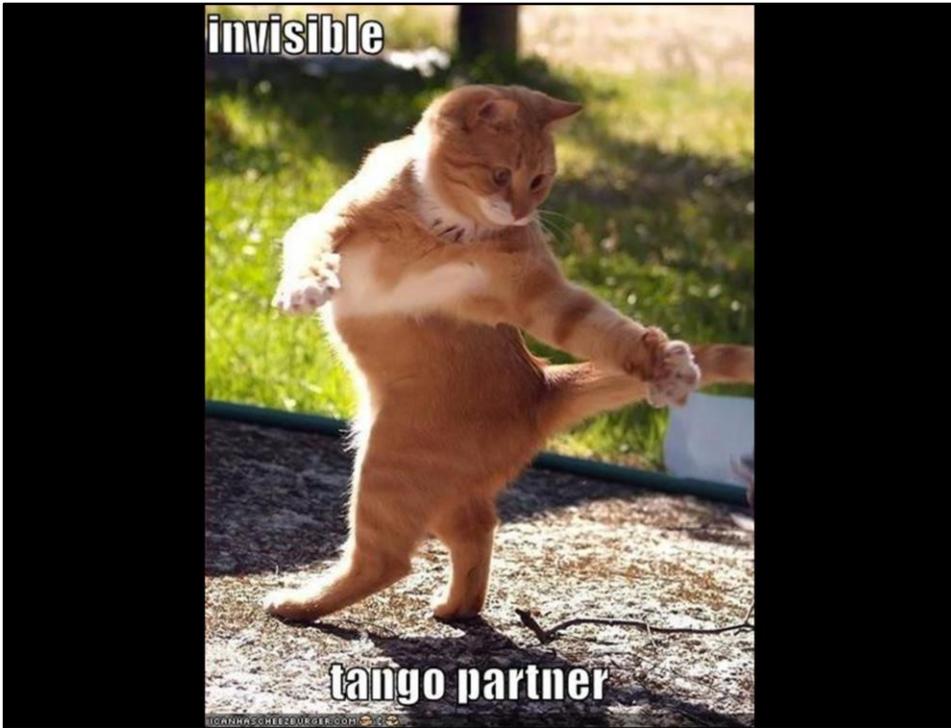
We need to train sites to check the Alert field in OCLC regularly.

# The Plan

- Update to ILLiad 8.4 ASAP  
(before November at least)
- Get your WSKEY set up
- Rock the new Article Exchange
- Get 8.4.x.0 client update  
on 11 November 2013



So now that we got all that out of the way, let's shift gears and talk about something different.



Ok, maybe not quite that different.

# FEAR

(dun dun dummm)



I want to talk about fear. Katie talked to us yesterday about innovation and who are the early adopters versus the laggards. But part of what can cause the disconnect between early adopters and laggards is fear.

# Fear is Normal



Nightmares Fear Factory (Niagara Falls)

<http://www.flickr.com/photos/nightmaresfearfactory/>

FEAR is NORMAL

You want to feel more in touch with your fellow man? Scroll this Flickr photostream. Every age, race, gender and subculture of your fellow man is pictured in absolute terror.

Everyone has certain things they are scared of. I can talk for an hour about any topic but the live-action Scooby Doo movie scares me.

We all have something that makes us uncomfortable in one way or another.



This is a Chihuahua. He weighs approximately 4 pounds, which is the same as a half gallon of milk. If it's thundering outside, he might snap at you or pee on the rug or do both.

Sometimes we have colleagues who also may try to snap at us (metaphorically) or or pee on the hypothetical rug. This does not make them bad people, it just means they have a different perspective.

Just because you're not  
scared of something, it  
doesn't mean the  
person who IS scared is  
wrong.

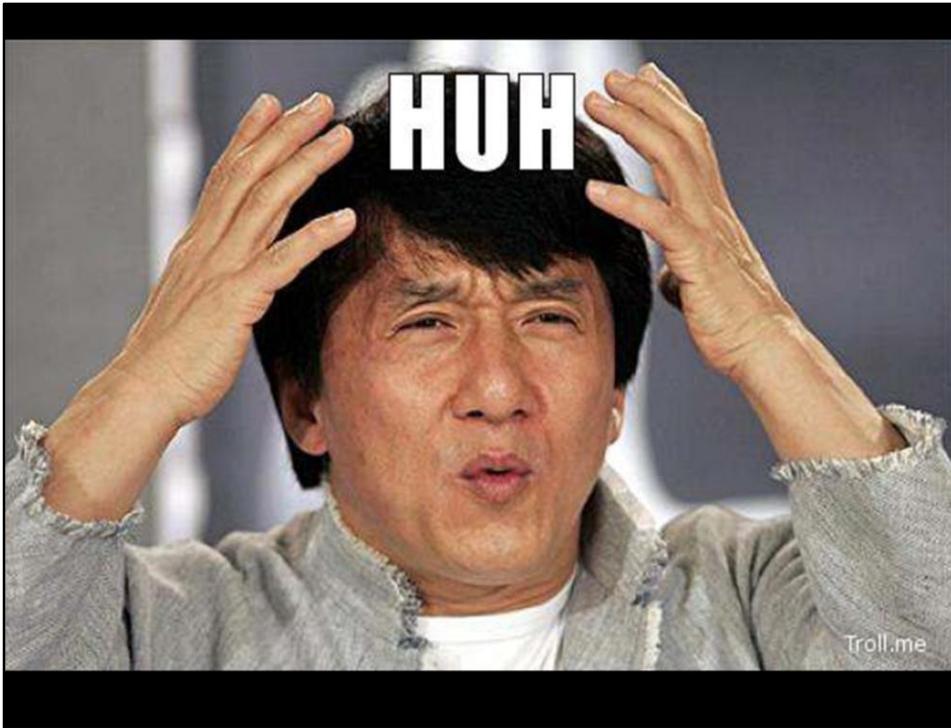


This is my son Ian. He is 3 years old and will be 4 in October. Anyone who has spent time around a 3 year old can tell you that three is hard.

He gets “scared” of a lot of things these days. This is a new thing for him, because 6 months ago, he was scared of NOTHING. Now the word comes up on a nearly daily basis.

He didn’t want to say goodbye to his teachers last week because he was “scared” it would get dark soon and we wouldn’t be able to go to the pool. This is how I learned that when he says scared, it actually can mean nervous, anxious, worried, dubious, or all of the above.

He LOST HIS MIND at the El Rodeo Mexican restaurant two weeks ago because he remembered that the last time we had gone there it was loud and it had spooked him. It took hours to get that information out of him, though, because he was so distraught.



This is how my husband can react to our three-year-old son when he is flipping out. It's normal for him to react this way just as it's normal for our son to act the way he is.



But back to our adorable son, who was not so adorable while flipping out in the parking lot. It's easy to get frustrated with him, but he has a valid point. A lot of what a three year old says is not necessary irrational, but comes from a VERY different perspective. If we're going to function well as a team and a family, we have to respect all members of the family.

As Horton the elephant says, "a person's a person, no matter how small."



So neither my husband or my son were wrong, but they both have to work on their empathy muscles to understand each other. That's our job as parents but it's also our job as members of the human race.

We all have different perspectives about things.



You cannot innovate without listening. Innovation without communication is just a benign dictatorship.

NOTED THROAT SPECIALISTS REPORT ON 30-DAY TEST OF CAMEL SMOKERS...

# Not one single case of throat irritation due to smoking **CAMELS**

Yes, these were the findings of noted throat specialists after a total of 2,470 weekly examinations of the throats of hundreds of men and women who smoked Camels — and only Camels — for 30 consecutive days.

MAKE A NOTE... REMEMBER YOUR THROAT!

**INSURANCE SALESMAN**  
Vincent Riordan: "My voice is important to my livelihood. That's why Camel is my cigarette. Camels agree with my throat — taste great!"

**SALESWOMAN**  
Elaine Lombardi: "Talking to customers all day isn't exactly easy on my throat. The 30-Day Test convinced me Camels agree with my throat!"

**AIRLINE DISPATCHER**  
Edward Herman: "I insist on a mild cigarette — Camels! They're just right for my throat. And the finest-tasting cigarette I ever smoked!"

*Make your own  
30-Day Camel  
MILDNESS Test*

in your "T-ZONE"  
(T for Throat—T for Taste)

© J. Bascetta Tobacco Co., Winston-Salem, N. C.

Sometimes it's a good thing to be dubious. And you won't know why someone is dubious if you're not listening. Honest communication has to happen.

(This is an advertisement from a magazine in the 50s that I found in our attic when we moved into our home.)



**TRUST  
ME, I'M A  
DOCTOR**

You have to have trust between all parties. Trust is hard, it may be one of the hardest parts of any new thing you try. You have to trust your users. You have to trust your co-workers. You have to trust the plan that you've created to work well.

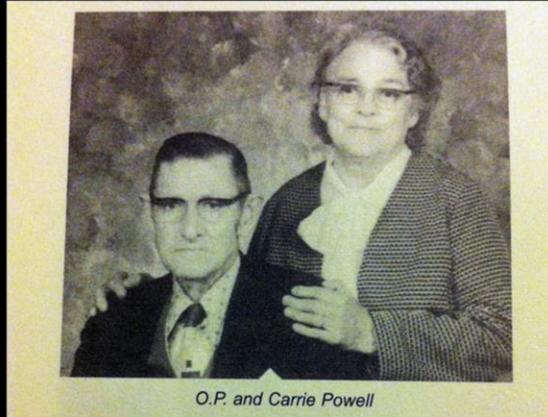
Fear has two parties. The person afraid and the person in that same situation who is not afraid.

Communication between those two parties is critical.

# PATIENCE

“Dontcha know, anything worth having is a lot of trouble?”

- Grandma Powell



This is my grandmother. The quote was actually said in relation to seeded watermelon, but I think it applies on a broader scope.

Listening is hard. Validating is hard. It takes patience and that's not something that we all may have in excess. But flexing our empathy muscles will help everyone.

# FIND SOLUTIONS



Once we have taken the time to understand where everyone is coming from, we can work on finding solutions to any concerns. It can be a group effort.

What we need to do is to find the right tools to make those who are afraid comfortable.

But remember that we cannot treat those who are “scared” (or nervous, dubious, worried, concerned) as if they are lower than us. We are not all knowing and no one wants to be in that role. It’s exhausting.

NO ONE IS  
PERFECT.

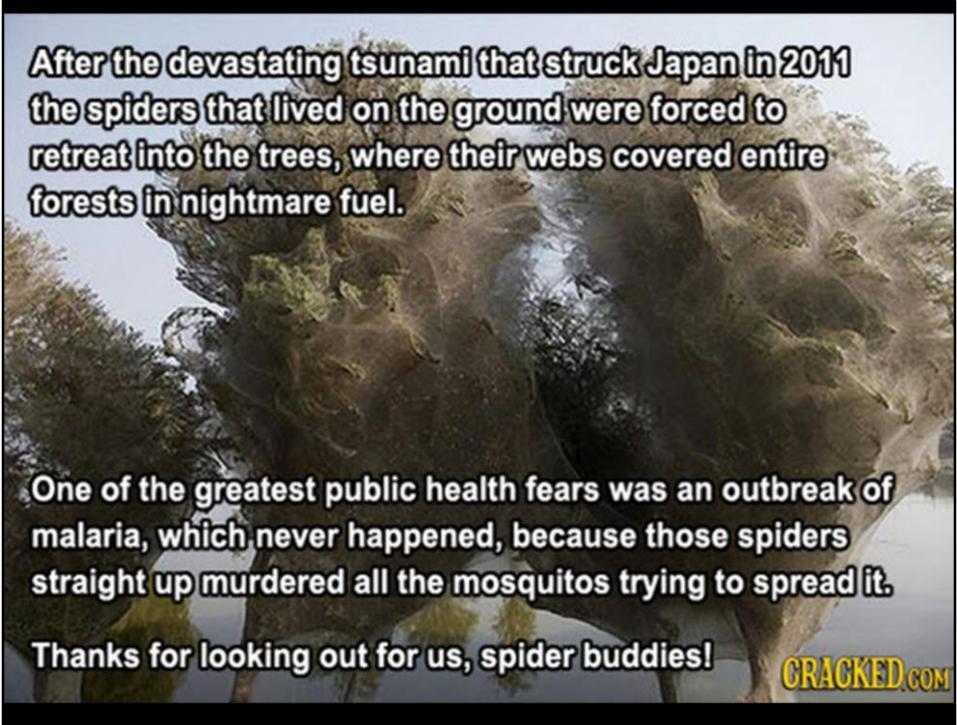
PEOPLE  
MAKE BAD  
DECISIONS.



Remember that no one has all the answers.  
Even famous people screw up.

The important thing is to be straight forward about it, to admit when you're trying something out and to correct things that aren't working.

Things that seems  
scary can actually  
be pretty  
awesome.



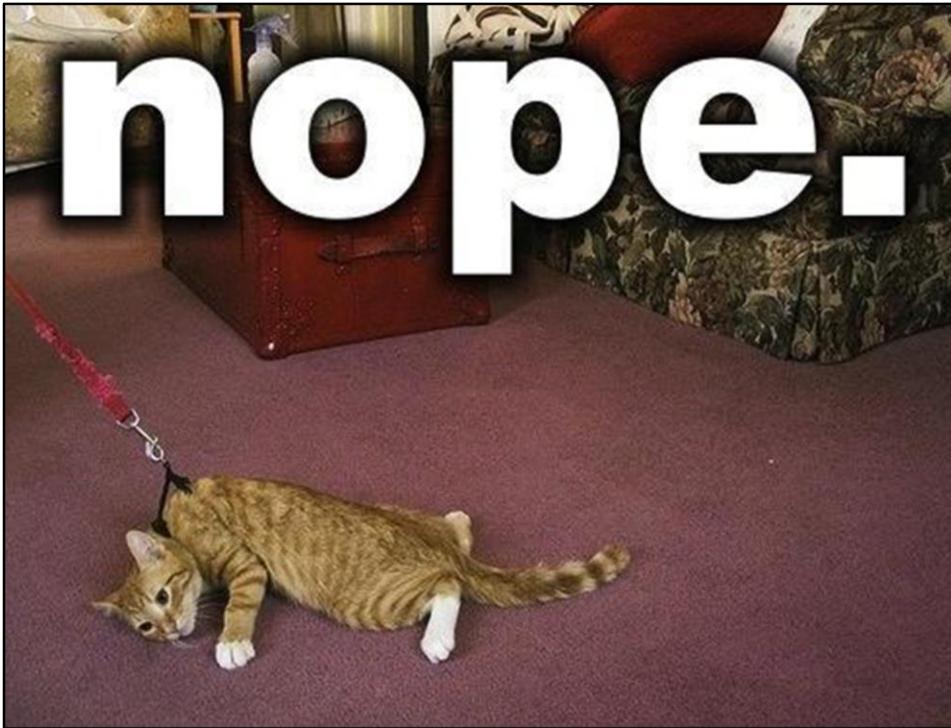
**After the devastating tsunami that struck Japan in 2011 the spiders that lived on the ground were forced to retreat into the trees, where their webs covered entire forests in nightmare fuel.**

**One of the greatest public health fears was an outbreak of malaria, which never happened, because those spiders straight up murdered all the mosquitos trying to spread it.**

**Thanks for looking out for us, spider buddies!**

**CRACKED.COM**

And sometimes  
things that seems  
like a good idea  
turn out to be ...



So I hope that this will help you have some food for thought. That fear is natural. Fear is worthwhile. But the partners to fear are communication, collaboration, patience and teamwork.



With those things, the sky is the limit.

# Thanks!

Genie Powell

[genie@atlas-sys.com](mailto:genie@atlas-sys.com)

800-567-7401 x202

@geniealisa

