

# MONTHLY REPORT

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**Subject:** Monthly Activity Report - July/August 2012

- For several days during the last week of August, we experienced sporadic problems accessing the WLS catalog server. The problem reportedly affected many of SirsiDynix's SaaS (Software as a Service) customers nationwide and was due to network issues. The intermittent outages also impacted services that rely on patron authentication such as remote database access and eBook loans. Regarding the latter, our primary eBook provider, OverDrive, minimized service disruption by implementing a temporary method of authentication during that period.
- The Systems Staff has been hard at work upgrading and replacing both staff and public access computers. We received 10 new computers from WLS to replace those in use at our service desks. They came pre-installed with Windows 7, Microsoft Office 2010 and WorkFlows, but still required a considerable amount of additional software installation and configuration to work in our environment. They have replaced the systems at the Reference, Compass and Periodicals Desks, as well as two at the Circulation Desk. The memory from six of the replaced systems is being added to the memory in the same-model CyberPool computers so as to increase their performance.
- In addition to the above, our 12 oldest computers in the CyberSpot have been replaced with new systems and the others in that area have been updated with the latest software releases. In an effort to accommodate a wider range of use--as well as to stimulate greater discovery of what's possible--we've also added several free, open source applications to the software available on those systems. On the desktop of those systems is now a folder called "Creativity Sandbox," and it contains shortcuts to those new applications. More detail as to what software is now available will be provided in a CyberSpot webpage as well as in Systems blog post on our website.
- Under maintenance contract, our cash register system has had its power supply and motherboard replaced because of intermittent system crashes; however, non-critical problems have persisted and appear to be due to a failing hard drive. It will shortly be replaced, after which no further problems are expected. With the exception of the display and the cash drawer, the system will essentially be new following this.
- The Technical Processing Department received a new direct thermal transfer label printer from WLS. As opposed to our existing label printers, the resulting labels from it will not fade over time. It will require a fair amount of configuration before staff will be able to fully utilize it.