

MONTHLY REPORT

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- A new version of the WLS online public access catalog (OPAC) is now available (<http://westls.ent.sirsi.net/>); however, a security and privacy issue was discovered that prevents us from making it available on our OPAC systems. The problem is such that if a patron logs into his account at one OPAC, it shows that patron logged in at other OPACs in the Library. The problem has been reported to the WLS IT Helpdesk.
- We experienced two outages with regard to WorkFlows being able to connect to the catalog server. The first one, on the evening of Dec. 3rd, lasted about a half hour, followed by another 15 minute outage the following morning. In both instances, no problem was found with our network connectivity, and the WLS Helpdesk suspected that the problem was on SirsiDynix's end. During those times, the Circulation Staff resorted to their offline circulation contingency and the Adult Staff used a staff override feature to allow patrons to use the public access computers.
- Following the City of White Plains acceptance of American Express as a payment option, our eCommerce service is now configured to also accept American Express payments (in addition to Mastercard and Visa). This change is now reflected on the self-check systems in The Trove and also on our website, where we now have a link for secure online payment for our cardholders (other WLS patrons are excluded).
- Our PCReservation Management Console system, previously running as a virtual machine, has been replaced with a dedicated system, one that was previously in use at the Reference Desk. The decision was made to replace it because of intermittent communication errors between the original management console and the public access computers.
- Our experimental prototype public access catalog system, the \$50 APC computer, is now in service and is located to the left as one enters the main floor of the Library. So far, no comments about it have been received--favorable or unfavorable--and the only problem encountered with it so far appears to have been due to someone turning off the unit. Further information is available in a blog post announcing the device: <http://whiteplainslibrary.org/?p=3777>.
- We received a new anti-spam appliance server to replace our existing one which has been exhibiting slow performance. The new server is provided as part of our annual maintenance contract at no additional cost.
- Ryan Jackson and I attended a two day training course on web development scripting offered through the Metropolitan New York Library Council. The valuable knowledge gained through the course will allow us to more efficiently further develop and customize our website and staff intranet, as it lessens the need for us to learn 'on the fly' while working on web development.

