

# MONTHLY REPORT

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**Dept.** Library Systems  
**Subject:** Monthly Activity Report - February 2013

- On Wednesday, February 20<sup>th</sup>, we once again lost connectivity to the internet through our T1 leased line (the previous outage having occurred on January 31<sup>st</sup>). The outage lasted approximately from 9:30am until 5:00pm. During that time, patrons were unable to access our website, calendar, email and ecommerce servers. As was done during the previous outage, I modified our network configuration in order to maintain outbound connectivity to the internet and to the catalog server via WorkFlows.
- On Thursday, February 21<sup>st</sup> at approximately 3:30pm, inbound phone service was disrupted, and callers were receiving a fast busy signal when trying to call any of the Library's phone numbers. The outage affected not only the Library, but also many other City phone numbers. Service was restored later that evening. This outage was not related to the T1 outages we experienced, but was reportedly due to a network misconfiguration.
- On Monday, February 25<sup>th</sup>, we experienced our third T1 outage in four weeks. Service was not restored until approximately 10:30am on Wednesday, February 27<sup>th</sup> when the IS Department reconfigured a switch to allow access through the new high speed connection to our ISP. As to the cause of the outage, it was reportedly due to Verizon processing a disconnect request for the T1 before our new connection was configured for use (as was reported in the January 2013 Technology Report, the new connection was originally planned to have been made available by the end of January).
- As a prerequisite to the deployment of a new fileserver, three of our four Netware servers were upgraded to the latest version of Netware; however, one of those upgrades (to our current fileserver) failed and had to be rolled back. Once all Netware servers are at the latest version, our directory services can be upgraded to support the new server; however, because of the outages we experienced, progress has been delayed.
- Due to complaints over performance issues and difficulties in conducting successful searches, our Online Public Access Catalog systems (OPACs) have been changed to point to the old WLS catalog once again (<http://westls.sirsi.net/>). The new catalog (<http://westls.ent.sirsi.net/>) is still available from the old catalog web page if one prefers to use it.
- We have received two self-check systems from Sentry Technology. They are to be installed at the Compass Desk in The Trove, replacing the current self-check systems already in place there. The tentative installation date is March 13<sup>th</sup>.
- We requested nine desktop computers from WLS to replace those being used in the Circulation Department. Because the nine computers to be replaced are still under our ownership, this will allow us to recommission them for other purposes. It will also make available barcode scanners and receipt printers that we can provide for the Reference Desk computers, thereby allowing those systems to be used for circulation purposes, especially during our renovation. Delivery is expected on March 8<sup>th</sup>.

