

MONTHLY REPORT

By: John Lolis
Dept. Library Systems
Subject: Monthly Activity Report - March 2013

- Two new self-check systems have been installed in The Trove and after some configuration difficulties were worked out with Sentry Technology and WLS, they have been performing quite well. The fines and fees payment feature is still forthcoming, as Sentry Technology continues to develop the software interface that will send the transactions to our eCommerce server.
- In order to continue to provide self-service ability for patrons to pay fees or fines, we installed the EnvisionWare eCommerce client on our two existing PCReservation/Print Release Stations (the client licenses would have otherwise gone unused once the old self-checks were removed). Patrons may now pay fees or fines by credit/debit card or cash/coin at either the CyberSpot or the Compass Desk self-service stations. It should be noted that, even once the payment feature is programmed into the new self-checks, they will only provide the ability to pay fees or fines by credit/debit card.
- After testing use of the new Enterprise online catalog once again, we continued to experience sporadic errors to the point where we decided to again revert to the old catalog. While WLS has said that the problem only occurs with us, the specific error is a known bug according to SirsiDynix. I will be discussing the problem with Rob Caluori who heads the WLS IT Department in an attempt to arrive at a course of action and eventual solution to the problem.
- We have received nine new workstations, three receipt printers and five barcode scanners from WLS to replace those in use at our Circulation Desk and by our Circulation Staff. We are in the process of setting up four barcode scanners and two receipt printers at the Reference Desk, enabling checkout functions to be performed there if needed.
- One of the mirrored disk drives in our original catalog server has failed; however, the server continues to operate from the remaining drive. City Hall's IS Department is likely to provide us with their decommissioned MUNIS server, a newer version of our IBM server that can be used as a replacement. The old catalog has not been accessible to the public, but is occasionally accessed by staff when necessary to check materials that apparently did not migrate to the new catalog (primarily for weeding or inventory purposes). The availability of the additional server will allow us to use the older model for development and testing of potentially useful services and applications.
- Following the replacement of our T1 connection to the internet, we experienced intermittent performance problems that appeared to have been due to an external network misconfiguration. This required changing routing for both the private network and the internet on staff and public access systems. Several such changes were necessary over a period of time until the problem was corrected. As a result, there are no user session or sites visited statistics for Adult as well as Juvenile public access internet use for March.

