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Dept.   Library Systems

Subject: Monthly Activity Report - September 2014

- We had modified our PCReservation session management software so that at the end of each session on a public access computer, the system now reboots. This effectively erases any trace of the prior user's activity on the system, as the computers are in a frozen state such that they revert to their original configuration after every reboot. Prior to this change, files created or downloaded and saved on the computer could be accessed by successive patrons. We are also removing access to a shared directory on our fileserver to further improve patron privacy and security. The only disadvantages to rebooting between sessions is the extra time it takes for the computer to boot up, and the potential loss of work should the computer freeze or crash before files can be emailed or saved to a flash drive.

- Our print management software, LPT:One, has been upgraded to the latest version on all public access computers and print release terminals in order to accommodate the imminent rollout of the Mobile Print Service feature. This feature–provided to member libraries by WLS--will allow patrons to print from anywhere using virtually any device that can connect to the web. One will be able to submit a print job from a smartphone, tablet, laptop or home computer and be able to come to the Library where the print job may be paid for and released. We are currently in the testing phase for this new service. See http://www.printeron.net/wls/whi for a preview.

- Since we have replaced the workstations for the Collection Management staff, we are now in the process of configuring those 6-year old systems to replace the much older and slower Español computers. At the same time, we are also investigating the practicability of offering multilingual support on all CyberSpot computers. That will likely not happen until we upgrade those systems from Windows XP to Windows 7 (planned for Q4 2014).

- On Friday, September 5th, the IS Department, in coordination with the City's internet service provider, Xand, attempted a network configuration upgrade which should have caused at most a five to ten minute disruption of public access to our calendar and webserver. Unfortunately, problems were encountered which resulted in a loss of connectivity for a duration of approximately two hours. In order to maintain internet connectivity during that time, I made a minor configuration change to our network settings. The planned upgrade was backed out and service restored by the close of business that day. The upgrade was successfully implemented on September 10th.

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