MONTHLY REPORT

By: John Lolis

Dept. Library Systems

Subject: Monthly Activity Report - May 2016

- An additional online public access catalog (OPAC) system has been deployed on the eastern side of the first floor near The Edge. It is the only OPAC on that side of the Library. Because there are no data jacks available in that area, the OPAC is wifi-enabled. While we had a wifi OPAC in the past, we removed it due to wireless connectivity issues. Now that the wireless network is much more reliable, no such problems have been experienced with this new OPAC.

- During the later part of the day on May 12th, WLS moved their data center to a new location. During the migration, internet access, access to WorkFlows and other services hosted by WLS were unavailable to all other libraries in the consortium. Because we are not part of the WLS network, we were unaffected during that time. The only problem reported to us by a patron was that TeleCirc, the circulation renewal phone line was out of order.

- On our newest server, I installed an asset management and deployment system known as OCS Inventory-NG. Through agent software running on staff and public access computers, it gathers comprehensive data on each system, data that are enormously helpful when troubleshooting a problem with a given system or in determining which systems need hardware or software upgrades. There is companion software that has also been installed on the server: GLPI (Gestionnaire Libre de Parc Informatique). That system integrates with the data from OCS Inventory which then form the basis for a helpdesk ticketing system, a knowledgebase, a request tracking and project management system, etc. It should be noted that we explored the use of OCS Inventory and GLPI a number of years ago, but decided against fully implementing them due to issues running the agent on client computers. The latest version is much improved over that older version, and no issues with its use have been encountered. We are in the process of installing the agent software on all systems throughout the Library.

- There had been a problem with the kiosk version of the catalog in which the browser session would not reset itself after five minutes of inactivity. It had the effect of leaving an account logged in indefinitely unless one actively logged out. The problem had been reported to the WLS Helpdesk in April and was apparently fixed some time in May.

- On request, two workstations were removed from the Circulation workroom. They had been hardly used since the workroom was renovated and were taking up space that was needed. Both systems are WLS-provisioned systems and as such, cost the Library over $1,000 each per year. They will be returned to WLS.

- Because we still have merchandise and distributed print material extant that refers to the domain, thetrove.org, we renewed the registration for that domain for another year. The original website at that location advises any visitor that the site is no longer maintained and refers the visitor to the new Trove website, trove.whiteplainslibrary.org.