Monthly Report

By: John Lolis

Dept.   Library Systems

Subject: Monthly Activity Report - December 2016

- In preparation for the AARP TaxAid program which is to start in February, the public computers in The Edge were configured for use by the AARP TaxAid staff. Two printers have been provided by the IRS for use with this program, and they have been configured for exclusive use by the AARP TaxAid staff.

- On the morning of December 29th, power was lost to the lobby service desk. At the same time, power was lost to the electronic locks for the Circulation workroom and The Edge. We checked with the construction workers who reported that no electrical work was taking place that morning. All circuit breakers were checked and none were found that were tripped (although many breakers are turned off because of the renovation). Power was inexplicably restored after about an hour.

- For an unknown reason, our webserver stopped sending email notifications for approximately two weeks. This affected notifications to staff of new card requests, posted comments, ebook support, new title requests, etc.–basically, any message notifications that should have resulted from form submissions. Once we became aware of the problem, we were able to identify which forms needed attention and we notified patrons who submitted them as to the cause for the delay in responding to them. On December 28th, the issue was resolved by uninstalling the mail program in use and installing the traditional Linux-based mail program, sendmail, on the webserver.

- On the morning of Saturday, December 24th, it was found that one of our server room uninterruptible power supplies (UPS) had failed, causing several servers to be down. To recover, power was routed from other outlets and the servers were brought back online.

- On the evening of December 20th, patrons were unable to place holds or log in through the catalog. The problem, which was due to a network issue at the SirsiDynix datacenter, lasted for approximately an hour.

- We discovered on the morning of December 17th that our voicemail system was down. The IT Department was contacted and they brought voicemail back online, correcting what apparently was a licensing problem within a couple of hours.

- Prior to opening on the morning of December 12th, it was found that one of our gateway servers, Sinope, had crashed. The server handles internet access for the adult public access computers, and it also serves as the virtual private network (VPN) gateway to SirsiDynix for WorkFlows. Upon being rebooted, it recovered without incident.

###