MONTHLY REPORT

By: John Lolis

Dept. Library Systems

Subject: Monthly Activity Report - June 2017

- On Tuesday, June 13th, use of the adult public access computers was suspended due to excessive heat in Room B. The heat given off by the computers caused the room to become especially hot due to the lack of air conditioning while work was being done on the air handling system. The room was reopened to the public later the next day after two portable air conditioners were deployed there.

- On Tuesday, June 20th, we experienced a recurrence of the network problem that had occurred the previous month. Rebooting our core network switch once again corrected the problem; however, as had also happened the previous month, a server crashed and was unrecoverable due to disk corruption. The server in question acted as our main network server as well as a backup to our main fileserver. It was necessary to install a replacement server which was completed by the end of the week. The impact to staff was minimal: although it caused an inability to log into the network, a simple workaround was implemented to allow network logins during this time.

- Following the migration and reconfiguration of our website to a new server at the end of May, several problems were experienced. For about a week, the server was not routing email which impacted the submission of online forms by patrons. The problem was corrected, and form submissions that had been affected were manually sent to the appropriate staff for handling. Another problem is that our online database resources were unavailable for remote access during the weekend following the migration. A reconfiguration of EZProxy (which allows remote access) was necessary to fix the problem. During this time, it was also discovered that Apple devices would not allow access to websites that use non-standard ports, something EZProxy uses when proxying by port. I reconfigured it to use proxy by hostname which now allows remote patrons to access our database resources using an iPhone.

- Another issue that arose from the migration of our web server is that log files were only being kept for 14 days instead of the usual 45 days. This resulted in an insufficient amount of data being available for monthly statistics for our webserver. Database usage and website access statistics were affected. In compiling those statistics, I extrapolated the numbers to provide an estimate of what they would be if data for a full month were available.

- The Trove selfcheck computer that was replaced in May continued to exhibit intermittent item scanner problems. Around the same time, we also experienced a problem with the CD/DVD case unlocker on the selfcheck in the Museum Gallery. The technician from Sentry Technology was able to fix both selfchecks in one field visit.

- Using the last of our technology budget for the fiscal year, we purchased and received eight computers, the first of more such computers to be purchased for the Hub. The computer is extremely small and directly attaches to the back of a matching monitor, effectively resulting in an all-in-one computer. Despite the very small size, the computer is much faster than most all of our existing workstations due to its solid state drive (SSD) and twice as much memory than most of our computers. With their clean look and great performance, they are expected to be a very welcome addition to the Hub.

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