

MONTHLY REPORT

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Subject: Monthly Activity Report - September 2017

- Having discovered that we are eligible to make available many more Gale databases as part of our existing contract, we added 37 new databases to our website's [Resources page](#). We now offer access to 84 database resources, including (among many others) [Culinary Arts](#), [Diversity Studies](#), [Vocations and Careers](#), and [Psychology Collections](#).
- On September 14th, our backup fileserver crashed and experienced drive corruption. Files are currently being backed up to an external drive until a replacement server is in place.
- On Sunday, September 17th, it was reported that none of our selfcheck systems would connect to the integrated library system (ILS). After checking connectivity to the ILS, it was concluded that the problem lay on the side of the ILS provider, SirsiDynix. The problem was reported to the WLS Helpdesk who confirmed the next day that there had been an outage of SIP2 communications on which the selfchecks rely. The outage also prevented remote access to our database resources because it also depends on SIP2. PCReservation, on the other hand, was still able to communicate with the ILS, so the outage was partial in scope and only lasted for the day.
- SirsiDynix experienced another network issue shortly before midnight on September 18th, causing an inability to access the catalog. The problem was corrected by the time the Library opened the next morning.
- There is a current issue when trying to register for [Tutor.com](#) using Firefox as a browser. It returns a security warning message that prevents progressing further. For those patrons who are already registered with Tutor.com, Firefox works without issue. The problem has been reported to Tutor.com, and advice to patrons regarding the problem has been posted on our website.
- The [University of Fashion](#) database resource, after having been removed from our site in August, was added back after WLS corrected a problem with access. Another newly-added WLS resource, Comics Plus: Library Edition, currently has an authentication problem, and it has been removed from our Resources page until the problem is corrected..
- On Thursday, September 28th, our main gateway was found to be down, causing an inability for patrons to remotely access our website. After finding nothing wrong with the firewall server that handles traffic through that gateway, the IS Department was contacted. They reported that there had been issues with a late night replacement of some firewall equipment the night before, but they were under the impression that everything was back up. Further checking revealed that our main core network switch had a misconfiguration that was then corrected. The outage caused our website to be unavailable from outside the Library from soon after midnight until early afternoon.
- We have elected to return two WLS-provisioned computers to WLS, bringing our total number of WLS-supported computers to 26. The systems were for the most part unused.

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