

# MONTHLY REPORT

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**Subject:** Monthly Activity Report - December 2017

- On December 5<sup>th</sup> it was discovered that our mobile print service was no longer working. The problem was apparently due to a database corruption with the service provider, PrinterOn, and it was corrected two days later only after deleting and re-creating the printer entries on their site.
- On the same day, the printer/copier in the Circulation workroom lost fax capability, resulting in temporary suspension of our free fax service. Service was restored later that day after patching the fax phone line through to the copier/printer at the Hub Desk. The Circulation copier was eventually repaired by a field technician.
- After deploying 25 new computers to the Hub carrels, on the morning of Monday, December 11<sup>th</sup>, we moved the service desk, copier, printer and print release station from their temporary location in Room B to the Hub on the main floor. Our session management software, PCReservation, had been prepared the night before so that the new Hub computers were available upon opening. Despite some minor glitches and the very different hardware and software, the migration went very smoothly, and most patrons seemed quite pleased with the new environment. The most notable change that has been implemented is that all the Hub computers can now have their language switched from English to Spanish, French, Italian or German, thereby eliminating the need for dedicated Español computers.
- For several hours on Saturday, December 23<sup>rd</sup>, we lost our connection to the integrated library system (ILS) due to an external network issue that affected many of SirsiDynix's customers. Aside from an inability to process checkouts and returns, the outage prevented patrons from gaining remote access to our databases, paying fines online and authenticating with PCReservation. During this time, staff processed offline transactions and provided patrons with PCReservation guest passes for computer use. Service was restored later that day.
- I attended a webinar on The Dark Web offered by Amigos Library Services. It was a fascinating presentation on how one gains access to the dark web, plus the many associated dangers and caveats of which one needs to be aware. Although there are some libraries that support the use of the Tor browser and network which can gain one access to the dark web, it is considered a dangerous tool to make available according to the presenter, a librarian turned computer forensics expert.

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