

MONTHLY REPORT

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Subject: Monthly Activity Report - March 2018

- Two surveillance cameras and a video recording server have been installed to satisfy the requirements of the café operation. A dedicated network connection was also configured for the Point of Sale (POS) system which was successfully installed on the 14th. Both the cameras and the POS system are on physically separate (i.e., separately cabled) networks from the Library's normal network. This provides for a secure connection for the POS, and in the case of the cameras, it prevents network performance impact due to constantly streaming high quality video over the Library's network. The cabling for these separate networks had been originally installed over 12 years ago to provide wifi service during a time when the City disallowed any wireless devices attached to the City network for security reasons.
- Due to the far better coverage and performance of our new wireless network that allows many more people to connect, we began to experience decreasing performance of our network. To improve the situation, I decreased the maximum download speed available to each wireless user, and after reviewing usage statistics across gateways, I changed the default gateway assignments for staff, teens and children, and wireless users. Although network performance improved markedly following this, I am exploring the possibility of having a high-speed gigabit internet connection installed.
- On March 8th it was discovered that the old version of the WLS catalog was no longer accessible; rather, any attempt to access it resulted in being redirected to the newer Enterprise version of the catalog. The discovery was made while trying to look up an ISBN on a vendor website. Instead of displaying the catalog record in the old catalog, it brought the staff member to the Enterprise catalog homepage. An inquiry to WLS confirmed that the old catalog was no longer being made available. It came as an unwelcome surprise, as many staff found the search capabilities, design and functionality of the old catalog to be vastly superior to those of the Enterprise catalog.
- On Wednesday, March 7th, the Library closed at noon due to the inclement weather. Systems Staff updated the website with an emergency closing alert, recorded an outgoing message to that effect, and temporarily modified the closing announcement and PCReservation schedules. Two weeks later on the 21st, Systems Staff repeated this when the Library again closed early, this time at 4pm due to inclement weather.
- The Library opened two hours early on Sunday, March 4th to assist those without power due to a winter storm. The website was updated to notify patrons and the PCReservation schedule was temporarily modified to allow access during this time. As had been done in the aftermath of Hurricane Sandy, additional power strips were made available at various locations in the Library to facilitate patrons charging their devices.
- Following an upgrade the night of March 1st, the server that acts as our gateway for WorkFlows failed on bootup, and it was necessary to reinstall it. Downtime for WorkFlows was approximately an hour.
- With regard to the monthly Electronic Services statistics, the prior year's usage statistics for the CBJN and Spanish Gates public access computers have been combined with those of the CyberSpot computers to provide a more meaningful comparison with usage statistics for the Hub public access computers that now includes both of those areas.