

# MONTHLY REPORT

**By:** John Lolis  
**Dept.** Library Systems  
**Subject:** Monthly Activity Report - April 2018

- On April 5<sup>th</sup> the Library's core network switch reset itself and caused a corruption to the disk array on our main fileserver. The array was repaired and access to network files was restored. Downtime was approximately an hour. The network disconnect also caused our main gateway server to crash, but it recovered after a reboot. Later in the day there was a failure with the gateway proxy service that handles access for the Hub public access computers. Access for the Hub was re-routed to another gateway while the server's configuration was modified to correct the situation.
- We purchased 10 additional mobile hotspots to circulate. There are now 22 hotspots available to patrons as part of our Mobile Hotspot Lending Program. The new hotspots are of a different model which required new instructions to be written for their use.
- A 60" ultra high definition display was purchased for use in Library programs. It has replaced one of the two televisions we have on portable stands, and it is prioritized for use in the Community Room. The display was chosen for its brightness and clarity that are particularly needed due to the bright ambient light in that room on a sunny afternoon.
- The online resources of the Foundation Directory are now available to patrons connected to our wireless network. Previously, the public address of our wireless gateway was not authorized by the provider as a valid Library address. It has since been added to allow access.
- In preparation for the opening of the café on April 30<sup>th</sup>, a phone was installed with a dedicated number. In addition, on Saturday, April 28<sup>th</sup>, data cables that had been routed through one of the new café storage closets had to be rerouted to make that space available. Because the work caused the Hub self-service kiosk and printer to be disconnected, we modified LPT:One print management settings to allow adult patrons in the Hub to print to the Edge printer while the work was in progress.
- On April 30<sup>th</sup>, it was discovered that patrons are unable to add or update their email address online in the catalog due to an error with the link. The problem has been reported to the WLS Helpdesk.
- A representative from Sentry Technology contacted me to advise that our five selfcheck systems needed to be upgraded from Windows XP to either Windows 7 or Windows 10. The discounted cost for the upgrade was quoted as being \$2,800 per selfcheck. I informed him that four of the five selfchecks were already running Windows 7. Following a visit from a Sentry field tech to confirm this, we have not been contacted further about the issue.

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