

# MONTHLY REPORT

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**Dept.** Library Systems

**Subject:** Monthly Activity Report - July & August 2018

- The Trove received a new--not refurbished--replacement Hatch WePlay Table to replace the third refurbished one that failed after several days. Although we originally purchased a refurbished model, the company agreed to provide us with their newest model at no additional cost due to the numerous issues we experienced.
- As of the end of June, WLS allowed their subscription to lapse for Booksite's enhanced content service. The service allowed us to display curated collections with cover art on our website. As a replacement, we subscribed to Baker & Taylor's Content Café enhanced content service. In conjunction with a WordPress plugin developed by another library, we were then able to restore the display of title cover art on our website homepage.
- With the help of a Youth Bureau Summer Employee, we set aside a large amount of obsolete and damaged equipment for disposal and/or donation.
- As of Monday, July 30<sup>th</sup>, the domain, thetrove.org, was allowed to expire. It had been maintained up until this time in order to accommodate those who had not updated their browser favorites or bookmarks with the current, live Trove address, <https://trove.whiteplainslibrary.org/>. An automatic redirect had been in place that brought users to the newer site if they navigated to thetrove.org.
- In order to migrate our Cloud Library eBook collection to OverDrive, a spreadsheet of titles to transfer along with the necessary licensing data was submitted to OverDrive on August 9<sup>th</sup>. In an ongoing process, OverDrive has been contacting the necessary publishers to have them migrate the eBook licenses to their platform.
- I received a call from a patron who reported that her Gmail account was hacked, and that her phone indicated the hack occurred while she was accessing her email using a Hub public access computer a couple of days earlier. I could only speculate as to what may have transpired, as the patron could not speak for long and did not provide enough detail about what occurred. I explained the multiple layers of malware protection we employ, and indicated that we would conduct a full scan of one of the systems in question. The scan reported no threats whatsoever and I have not heard anything further from the patron.
- The webserver that provides the content shown on our lobby display was reinstalled following a corruption of the database on the original server.
- On two separate occasions over the course of several weeks, the network switch in the Circulation electrical closet required a power reset. Staff in the area had reported random network disruptions and examination showed that a number of switchports were in an indeterminate state. The City's IT Department was notified of the problem, and we are keeping a watchful eye on it.
- Our subscription to World Book Encyclopedia expired as of 8/14, and a link to the resource was removed from our website. We decided not to renew as we are able to offer Britannica School through NOVELNY.

(Library Systems Monthly Activity Report - July & August 2018 continued)

- Early in the morning of Monday, August 20<sup>th</sup>, the ILS server was upgraded to the latest version of Symphony, necessitating an upgrade to the WorkFlows client software on all staff workstations. Although the software should be able to automatically download and apply the update, we found that the download of the update failed in each instance. The WLS Helpdesk was contacted and they provided the upgrade install file. This was an unannounced, high priority upgrade that was rushed in order to fix a problem with automatic renewals which was implemented on July 23<sup>rd</sup>.
- On August 23<sup>rd</sup>, the session management software, PCReservation, was upgraded on all Hub computers. This was performed with the hope that it would fix an intermittent error that would occur several times a day. Due to the larger number of public access computers we now have to update, a second PCReservation Management Console was installed to run in parallel with the older system. This allowed us to upgrade the remaining public access computers in stages. With regard to the aforementioned error, there have been one or two reports since the upgrade, but overall the situation is much improved.
- On Thursday, August 30<sup>th</sup> shortly after noon, we experienced a loss of connectivity through all of our Cablevision connections. Although our City-provisioned connection through TierPoint was still available, it would not have been able to handle all of the traffic if I had rerouted access for all computers through that one connection. I instead configured only the service desk computers to use that connection in order to allow staff to assist patrons. Because Cablevision did not expect service to be restored until 4pm, I contacted the WLS Helpdesk to request that they have SirsiDynix authorize another public address for our SirsiDynix VPN connection that handles WorkFlows traffic. They made an alternate suggestion to have the VDI (Virtual Desktop Infrastructure) client installed on the service desk computers. The client would then be used to connect to WLS' VDI server and allow us to conduct WorkFlows transactions. Unfortunately, I was unable to establish a successful connection with three separate computers, and while working on this, Cablevision service was restored (at approximately 5pm).
- A new hotspot was received to replace one under warranty that had been damaged. We have 20 circulating hotspots available.
- Comics Plus Library Edition has been added to our available resources once again. It had been removed in September of last year due to an inability to log in. We reported the problem at that time; however, we received no status or follow-up. It was by chance that we discovered it was working once again.

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