

# MONTHLY REPORT

**By:** John Lolis  
**Dept.** Library Systems  
**Subject:** Monthly Activity Report - February 2019

- In order to provide a repository for issues related to the migration from the Symphony Integrated Library System (ILS) to the Evergreen ILS, I developed a password-protected submission form on our website for staff to use in reporting issues. The form and a view of submitted entries were made available to Melanie Carnes at WLS, and it is now in use by the other designated testing libraries in the consortium. Submissions are now emailed to Melanie as they are received, so she is aware of issues as they are reported.
- On February 13<sup>th</sup>, we experienced yet another network address conflict in addition to the two reported in the previous month. While the device—a Kindle--differs from the one identified last month, it was also found to be using the same address as our main gateway server. As had been done before, the device's hardware address was blocked from our wireless network. In a follow-up to this, on the 25<sup>th</sup> a patron reported an inability to connect. It was found to be the device that was blocked on the 13<sup>th</sup>. It was explained to the patron that his device cannot be set up to use a static address; otherwise, it will result in it being blocked again.
- We received 10 new laptops primarily for use with Hub programming. With the continuing AARP Tax Aide program in progress during this time, many of our laptops have been dedicated for that program, and as a result we have been forced to borrow some laptops from the Edge from time to time for some Hub programs.
- The Library's 15-year old main core network switch was replaced after closing on the night of the 26<sup>th</sup>. During the cut-over to the new switch between 9pm and 11pm, the Library website was unavailable to the public. The replacement was performed without issue, and all systems were found to be operating normally afterward.
- We now have a link shortening service of our own available to staff. It has been especially useful for print material where a very long link is not practical to include. Links to calendar events in particular tend to extremely long, but can now be shortened to something similar to <https://whiteplainslibrary.org/zw06>.
- We continued to see an increase in adult public computer use in the Hub, an 11% increase as compared to the prior year. The upward trend was no doubt due in part to the unavailability of public computers at Greenburgh Public Library as a result of a virus infection that eventually spread to other County libraries. As White Plains Public Library is not on the Westchester Library System network, we have been unaffected.

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