MONTHLY REPORT

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Dept.   Library Systems

Subject: Monthly Activity Report - March 2019

- As of Monday, March 11th, the migration from SirsiDynix Symphony to the Evergreen Integrated Library System (ILS) began, and we entered a period of several days in which online transactions could not be processed. To facilitate transactions during this time, a manual checkout form was developed which allowed staff to scan patron and item barcodes for later processing once the Evergreen server could be accessed. Over the course of four days while we were down, 881 patron checkouts were recorded. These were then formatted and printed for scanning into the new Evergreen system once we had access to it.

- Even as the migration was underway, the Library and WLS had yet to agree on a mutually acceptable way to access the Evergreen server. Although access to an Evergreen server is sufficiently secure over the open web, WLS' insistence was to install VDI (Virtual Desktop Interface) software on all Library staff computers and restrict access to the server through their network. In fact, this was how all other member libraries were to access the server. Especially given that WLS was still struggling to mitigate a virus that infected their wide area network and member libraries, we found this unacceptable. The impasse led to the City's Director of Information technology, Michael Coakley, writing a letter to WLS in which the City's Information Technology Policy was cited prohibiting the installation of such software. Following this, WLS proposed an alternative solution in which the Library would access the server via a dedicated gateway into their network, and then routed to the Evergreen server. Although this is far from the most optimal form of connection, we found it acceptable. The biggest disadvantage to this is that now, unlike before, if WLS' network goes down, we will also be down along with all other County libraries.

- Because of the 11th hour negotiations that were taking place with WLS, we did not go live with Evergreen until Friday, March 15th, a day later than originally planned. This was due in large part because of how WLS was managing staff accounts, that one had to log in on their network to create an Evergreen login. It took several days to do this and provide all of our staff with accounts.

- In order to accommodate the access restrictions to the Evergreen server imposed by WLS, it was necessary to implement a number of network changes. A gateway had to be configured to restrict access to staff only for exclusive access to Evergreen.

- On March 27th, Joe Maurantonio of WLS contacted me to advise of an impending upgrade to the WLS network from cable to fiber. This would cause us to eventually lose the WLS-provisioned Cablevision connection we currently have. It was proposed that as a replacement WLS could have fiber run to the Library, and would install a router and a switch that would be managed by WLS (something that had been proposed in 2010 when we migrated to their ILS). I had to decline such an offer, citing City policy once again. While WLS contractually provides network connectivity to the ILS for all member libraries, we have decided to purchase our own high speed fiber connection over which we would have complete control.

- On or about the 21st of the month, our phone line for the credit card processing terminal as well as most of our fax lines had no dialtone. I contacted the Department of Public Works to have them report it to Verizon. A field technician came on site Saturday, the 23rd and restored service. The loss of connectivity was reportedly due to Courthouse Plaza construction which recently moved to the front of the Library.

- Adult public computer use in the Hub continued with its upward trend through March with more than a 14% increase over usage a year ago.

- We have been tracking all issues related to the Evergreen migration and reporting them in turn to the WLS Helpdesk. The most notable outstanding issues are:

  - Patron PINs that were based on the phone number did not migrate correctly; staff have been resetting PINs as needed.
  - Returns cannot be made at the Trove selfchecks; an Evergreen configuration change is needed to support this.
  - Credit card payments made at selfchecks are accepted; however, the payment is not credited to the patron account. Staff are crediting accounts as needed.
  - In OverDrive, titles on hold are automatically being checked out when available despite a patron account setting to the contrary.

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