

MONTHLY REPORT

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Subject: Monthly Activity Report - April 2019

- In order to increase network performance, and also in anticipation of the loss of the WLS-provisioned Cablevision internet connection, we entered into a two year contract with Verizon to provide a high speed fiber cable connection. The fiber connection provides up to 940Mbps (Mega bits per second) download speed whereas the Cablevision connection provides only up to 30Mbps speed. The installation was completed on the 17th, and on the 18th, one of our gateway servers was reconfigured to take advantage of the new connection. On Saturday, the 20th, our wireless network was also reconfigured to use the new connection. All database vendors were contacted so as to authorize the new public addresses for Library access to their resources, and all have made the necessary changes. Going forward, the network will continue to be reconfigured as other gateway servers are migrated to that connection.
- Ten new laptops have been added to the equipment inventory in our events calendar. They have been configured for dual boot into either Windows 10 or Linux.
- On April 9th, we removed TotalBooX from our online resources. While the vendor website was still accessible and eBooks were still available for download from them, WLS cited various issues that led them to remove it from their website.
- Prompted by a patron comment that Apple's digital assistant, Siri, did not know when the Library is open, I investigated the source of Siri's information in order to correct that. This led to establishing business accounts with Apple Maps Connect, Bing and Yelp. For each of those, it was necessary to enter hours of operation and holiday closings as well as the usual contact information, and this is in addition to the information in our already established Google My Business account. It should be noted that now, not only Siri, but also Amazon's Alexa knows when we are open.
- It was discovered that we no longer had authorized access to [Oxford Islamic Studies Online](#), a database resource provided through WLS. This had been the case once before within the past year. As was done at that time, the WLS Helpdesk was contacted to have them authorize our public network addresses—the new ones this time—for authorized access to the database. The resource has been removed from our website until that is effected.
- A patron reported that her OverDrive eBook holds were being automatically checked out when available despite setting a preference to the contrary. OverDrive technical support was contacted, and they informed us that this can occur if one changes the settings using a browser to access the OverDrive account, but then later checks out an eBook using Libby. The patron was advised to be aware of and change the setting in both Libby and the browser. I also recommended that OverDrive implement a single preferences database from which both Libby and the browser can use so as to avoid this issue.
- When trying to log into [Freegal](#) or [Freading](#), our cardholders reported receiving the message that their account had been suspended; however, they were still able to log into both of those resources using the links to those sites at <https://westchesterlibraries.org/>. Upon contacting Library Ideas' technical support, they were able to correct the issue so that our patrons could once again access through our WPPL-branded Freegal and Freading sites.

- Evergreen issues continue to be reported by staff and in turn are submitted to the WLS Helpdesk for resolution. We are still awaiting resolution from WLS to the unavailability of eCommerce on our website or on the selfchecks, and the inability to return items at the Trove selfchecks. One other major issue for which there is now a workaround is that titles on order do not appear in the public catalog and consequently cannot have holds placed on them until at least one item has a barcode linked to that title. As a workaround, Collection Management is linking a placeholder barcode to popular soon to be released titles.

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