

MONTHLY REPORT

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

- As of May 8th, the Trove selfchecks were once again able to accept returned items. Also, credit card payments on our selfchecks were made possible once again as of May 9th. This was after the necessary change was made to the Evergreen server to support these transactions.
- On Monday the 13th shortly after 7pm, staff reported an inability to access the Evergreen server. I reported this to the WLS Helpdesk who later confirmed that the Evergreen server was inaccessible to all. Service was restored by 9pm; however, staff continued to experience various issues with Evergreen, primarily with unresponsiveness and random template issues, over the next two days. The problem was acknowledged by WLS who in turn had the Evergreen hosting provider, Equinix, correct the server issues.
- We purchased two network devices to improve the performance and security of our wireless network: a Ubiquiti Unifi Security Gateway Pro firewall appliance and a next generation Unifi Cloud Key Controller. The latter makes it possible to manage the wireless network from any location, and the Security Gateway appliance will provide better performance and reporting. With regard to performance, we have seen a dramatic improvement on our wired and wireless networks after the installation of our high speed fiber connection. That should improve even more when the Security Gateway appliance is configured with its own dedicated internet connection.
- The Edge public printer developed print quality issues that couldn't be corrected, and it has since been replaced with a new model that is identical to the Trove printer.
- A mobile hotspot was returned in unusable and irreparable condition. It has been removed from inventory. We now have a total of 19 circulating hotspots. We have also been experiencing a rash of incidents in which patrons have been returning hotspots reset to their factory configuration, rendering them unusable for the next patron. Although this is the first time this has happened, there have now been five such occurrences within a two week period. These hotspots were reconfigured and put back into circulation. We have added a warning label advising that the hotspot back is not to be opened, and we also covered the reset button so as to hide it. The same will be done with the remaining hotspots as they are returned. Staff have also been instructed to check the status of the hotspot upon return.
- For two weeks, we showcased an [Augmented Reality \(AR\) sandbox](#) in the Edge Media Lab. The AR sandbox was built by patron Aaron Coutts based on plans made available by the University of California at Davis. The sandbox requires no special goggles to view the effects, thereby making it a much more engaging experience for all who interact with it. Our Digital Media Specialist, Austin Olney, utilized the sandbox in several of his robotics and coding programs.
- Random internet access issues had been experienced in early May. Sites were randomly inaccessible. It was discovered that one of our two Domain Name Servers (DNS) had issues that resulted in a failure to resolve the numeric network address from a website domain name. It was corrected by deleting all of the records on the errant server and then configuring it as a secondary server synchronized with the good one. Both servers were then in sync with one another and the DNS issues were resolved.

- On the 22nd, the proxy service on our main gateway/firewall server, Elara, was refusing connections sporadically which resulted in an inability to reach certain websites. Access was routed through another proxy server temporarily, and a new server was prepared to replace it. After reinstalling and restarting a few key services however, Elara showed no further issue. The replacement server will be kept available should Elara experience issues again.
- After our public network address was re-authorized for access to [Oxford Islamic Studies Online](#), it was added to our [Resources](#) web page once again.
- EZProxy, the service that allows for remote access to our subscription database resources, has been upgraded to the latest version. The Deep Freeze administration console has also been upgraded. It provides for management of our “frozen” public access computers.

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