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Dept.   Library Systems

Subject: Monthly Activity Report - September 2019

- Having lost our helpdesk ticketing system when our former intranet server failed, a new and much more improved helpdesk ticketing system was implemented. Staff are now able to view the status of unresolved issues and requests.

- The Library now has a new registered domain: wppldev.org. The domain is the home of the new helpdesk ticket system, and it will eventually be developed to provide a knowledgebase, a staff forum and FAQs. In order to provide secure access to the site, a free SSL (Secure Sockets Layer) certificate from Letsencrypt.org was installed. This also serves as a test to determine the suitability of using the same certificate authority for our web site, https://whiteplainslibrary.org/.

- We purchased a subscription to RBdigital Recorded Books' Streaming Video on Demand service which will provide our cardholders unlimited access for seven days at a time to several streaming video services: Acorn TV for British television, IndieFlix for outstanding independent cinema, Stingray Qello for music concerts and documentaries, Pongalo Novela Club for Spanish language telenovelas and movies, Learn It Live health and wellness videos, and Method Prep for online ACT & SAT test prep. We have been preparing instructions and finalizing details as to how to best present the new service to our patrons. It should be noted that this service is not to be confused with RBdigital Audiobooks which we already offer as one of the WLS resources. That service is open to all WLS patrons, whereas the new Streaming Video on Demand service will only be available to White Plains cardholders. It also requires a separate registration.

- Our main gateway server had crashed yet again on the morning of Sunday, September 3rd. A new server was ordered and received; however, it failed to boot after being physically installed. Technical support was contacted and scheduled for the first week of October. In the meantime, we have been rebooting the existing server on a daily basis to minimize the possibility of another crash.

- Three new coin-bill acceptors were purchased from EnvisionWare, the vendor who provides our public computer session and print management software. They are to replace our existing coin-bill acceptors which will be at end of life in March of 2020.

- On Friday, September 13th, we found that Evergreen staff passwords had been reset by WLS. Unfortunately, the process that had been agreed upon for the original password reset had not been followed, and staff were finding they were unable to sign into Evergreen. We found that not all staff passwords had been reset, and I discovered that for those staff who previously changed their password in Evergreen, the password was not in fact reset on 9/13. I advised staff to change the new password as soon as possible for this reason; however, several days later we found that we no longer had permission to change our own passwords. No notification was communicated regarding the change.

- On Tuesday, September 17th, our DVD case unlockers on the selfchecks were no longer being triggered by the checkout of a DVD. It was discovered that a change was made at WLS to the Evergreen media type settings that control this functionality. The change was backed out to correct the situation.

- On Monday, September 30th, I submitted an IT Services Change/Order Request with WLS to cancel our service agreement for the 24 WLS-provisioned computers we have. Because they are all more than three years old, the Library is able to keep them according to the terms of the service agreement. Two of them are non-operational, and the others are at least five years old, so most if not all of them will be replaced in this fiscal year.

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