

MONTHLY REPORT

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Subject: Monthly Activity Report - December 2019

- On Sunday, December 15th, Circulation Staff reported that the credit card terminal could not connect to the payment processor to process transactions due to the lack of dialtone on the line. Investigation into the problem led to the discovery that there was also no dialtone on any of the Library's five fax numbers. Checking the panel in the upper garage electrical closet, it was determined that there was no dialtone for any of the six lines there as well (indicating a problem on the Verizon side). Verizon repair service was contacted the following day, and they determined there was a break in an underground cable outside the front of the Library. Rather than repair the cable—which would require excavation—Verizon informed me that they will be upgrading our copper lines to fiber. Such an upgrade must transparently work with our existing VoIP (Voice over IP) telephone system such that internal calls would not require a dial prefix and that external calls would only require the number nine (9) as a dial prefix.
- In order to continue providing free fax service to patrons while our fax lines are down, we subscribed to an online fax service. Instructions in its use were provided to staff, and by December 20th, faxing was once again available.
- In anticipation of the Evergreen ILS password reset scheduled for December 13th, I contacted the WLS Helpdesk on the 12th and was advised that I could distribute the new passwords made available to me for staff to use the next day; however, the next morning I discovered that the passwords had all been changed from what they were the previous day. The new passwords were quickly distributed to staff so they could log into Evergreen. I had been assured by the Helpdesk that they will take steps to avoid such a scenario in the future.
- The Hub public access computers had fixes applied to enable playing Blu-ray disks as well as DVDs.

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