

# MONTHLY REPORT

**By:** John Lolis  
**Dept.** Library Systems  
**Subject:** Monthly Activity Report - January 2020

- Verizon technicians arrived on-site on January 16<sup>th</sup> to migrate our POTS (Plain Old Telephone Service) copper lines to FiOS fiber. This was to restore service for our credit card terminal, fax copiers and alarm systems which were down following a cable break on or around the 23<sup>rd</sup> of December. Our high speed internet service was temporarily disrupted during the migration, and internet access was diverted through our Cablevision gateways during this time. The work was completed the following day, and dialtone was restored for all lines except for the credit card terminal number which somehow was not included in the work order.
- We instituted a moratorium on our mobile hotspot lending program on the 2<sup>nd</sup> of the month due to discrepancies between the number of reservations and our hotspot inventory. Additionally, we have found that hotspots have been returned with charging adapters other than the ones made for them. While we determine that the chargers are compatible with them, they are generally of lower quality. As of the 11<sup>th</sup>, after reconciling our hotspot inventory, the moratorium was lifted. We have applied item barcode labels to the hotspots and the chargers so as to avoid the issue with chargers being substituted. If this is found to be the case, a \$20 fine will be assessed.
- The SSL (Secure Sockets Layer) certificate was renewed and successfully installed on our website on the 28<sup>th</sup>. It was due to expire on the 29<sup>th</sup>.
- The café lost connectivity to the receipt printer and cash register on or around the 16<sup>th</sup> of the month although credit card transactions are still possible. On the 18<sup>th</sup>, I replaced the gateway server that handles their traffic; however, the problem persisted. The cause of the problem has since been confirmed to lie somewhere between the electrical closet in the Community Room and the network jack in the café. It is suspected that the renovation work being done on the second floor caused the loss of connectivity. Another cable needs to be run from the Community Room to the café in order to restore connectivity.
- The four PC-compatible public access desktop systems in the Edge have been replaced with computers originally earmarked to replace WLS-provisioned staff computers. Because the WLS computers are older than three years old, we did not need to return them and therefore we did not need to expedite their replacement. Four other computers from the same order have been or are replacing staff computers. An issue has arisen, however, in which some of these computers—which are almost identical to the Hub public access computers—have been rebooting or displaying a blank screen. The software drivers have been updated in an effort to alleviate the problem, but it persists. The manufacturer has been contacted to repair or replace them.
- The four small format computers that were replaced in the Edge have been configured as OPACs (Online Public Access Computers) and were deployed on the first floor and mezzanine. They also now feature an inactivity reset timer that resets the browser session for patron privacy, returning to the catalog homepage after being idle for 90 seconds. This also prevents the catalog from being left logged into a patron's account.
- Much effort has been given to preparing laptops for the upcoming—and extremely popular--AARP Tax-Aide program beginning in February. We have been told that we are the only library who is supplying laptops for their use this year; all other libraries where the program is taking place will have preconfigured Chromebooks supplied by the AARP Foundation. For the 2021 Tax-Aide program, Chromebooks will be supplied here at the Library, eliminating the time-consuming process of preparing the laptops according to AARP Tax-Aide requirements.