

IT Board Report April 2018

Last week I saw 7 people on Wednesday during tech support hours. Wednesday sessions tend to not get many people in, so this was a surprise to be sure, but a welcome one.

I'm currently attempting to better organize program surveys and digitize them with Google forms. Then we will have pages go through and fill them out for reach survey.

A recent scare with a missing 3D printer laptop companion will result in stricter inventory management. The laptop was found at another SUPLA library.

The persistent network issue between us and RCLS has been elevated; they now believe that the network equipment installed was not designed to handle the increased loads of moving into the new building. Between more patrons and our upgraded internet, they no longer believe our routing devices are capable of handling the load. RCLS is currently looking at solutions that are more scalable so that we don't have to worry about this with further improvements in the future.

I now want to take this opportunity to notify you that I have handed in my letter of resignation. I was offered a great opportunity to work in Kingston that I'm very excited about. I am very thankful for the time I have spent working for you and the community. You have all treated me with warmth and respect and made this job all the more fulfilling.

Before I leave, I want to make sure any accounts I was made administrator of get passed to appropriate staff. This includes the website, Facebook, and LibraryAware. If I forget any I'll make sure my contact information is well known so that it can be transferred quickly and painlessly.

I also want to make sure at least some of the staff is comfortable enough with mobile printing so that they can help patrons print from their devices without me. I would like staff to be well versed in both methods.

I will also brief appropriate staff on my day-to-day and week-to-week. The most essential duties will include updating events on the website and in the weekly digest on LibraryAware.

Thank you all so much for my time here, I would like to wish you, as well as the staff and patrons of the Ethelbert B. Crawford Public Library all of the best.

Submitted by Connor Scott: April 18, 2018.