

IT Report for Feb Board Meeting

One of the many things I was able to accomplish this month was getting the staff and board links moved off of the EBCPL home page. I attended a webinar with a library web page consultant who said that if anyone has those links on the home page it can make the patrons feel like these are links that are “off limits” and set a bad precedent for the site. Also for security reasons it made sense as well to move them to their own web address to minimize the potential for someone to try to hack into the site.

I worked with Spectrum on a slow internet issue only to find our cable modem that provides high speed internet to our building had not been restarted for almost a year. While working at Spectrum it was recommended to our clients that we reboot this equipment every two weeks, this was also repeated to me by the Business class representative. From my own personal experience I find that slowdowns and bottlenecks in internet speed can many times be attributed to hang-ups inside the modem – much like when your computer hangs up when a program is stuck. Restarting the computer helps in that instance much like in this instance. I am going to monitor this situation and find out if it is something going on with the modem because the one we have is one of the older Ubee modems that Spectrum offers and should we need to replace it they will do it for free. This sometimes can cause hang ups as well.

Speaking with Danielle about the library’s annual report, I found out that the wifi data had been coming in for some time with two sets of numbers. I spoke with John Hurley at RCLS and had him rectify the situation. RCLS had put in a custom report on our equipment in August and they had not removed it or instructed us on when it or how it would be removed. This should be taken care of going forward.

I also spoke with RCLS about our public facing page that instructs patrons on how to print – there was incorrect data on the page including but not limited to our hours and the website address. I was added as an admin to the site and I was able to correct our logo, web page, hours and other important information to make this more user friendly and correct.

I worked with Ryan from RCLS on a few patron computers because I found malware on them while helping some of our patrons. This was a case of a browser having a program installed on it that would re-direct a search for the purpose of selling someone something. We were able to fix this by having Ryan “recreate” the machine. He was able to correct it fairly easily after I found it. I always look for things like this when I help our patrons.

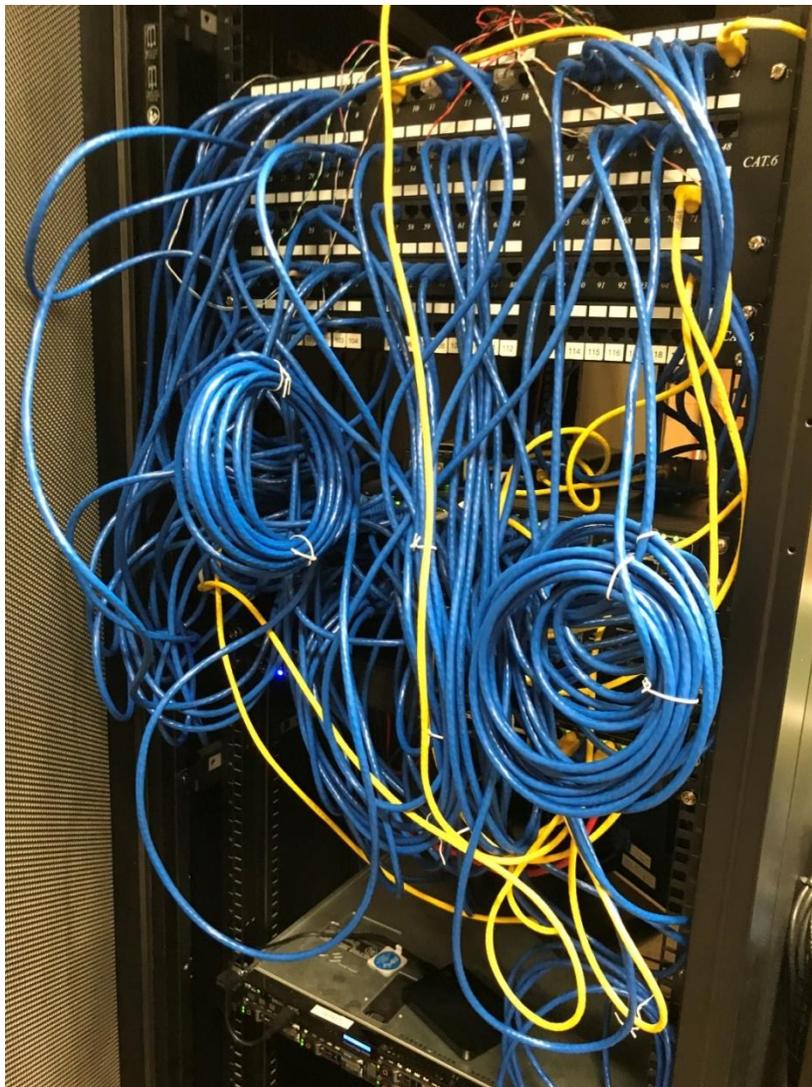
I was also able to add my extension to the phone system so that when you call our number if you push “9” it will ring my line. I had to learn how to use the NEC programming software that comes with the virtual phone system but I was able to learn enough in a few hours and accomplish this.

My OverDrive class was not attended however I believe the storm did not help that much. I will continue to put together materials and try to give classes on topics I think will help our patrons. I have a library databases class scheduled for this month and Intro to Google Searching scheduled for next month.

I did see some increases in tech time including one day where I had 6 people show up. I thought that was a great improvement and unless I'm busy during the day I help our patrons with technology whenever they need assistance – tech time or not. Though snow and snow days have affected the attendance recently.

I spoke with Spectrum about our internet service. We have been paying 99 dollars for 60 Mbps down speed and they have a package that is 40 Mbps more for 20 dollars more a month. It does not include a one time \$99 fee to replace the modem and check the signals. I spoke with RCLS and if our internet goes offline we do have a fiber backup to RCLS, this is however extremely slow but it is designed to provide wired and wireless service for us and our patrons.

I have started a project to clean up our network closet where all of our internal connections reside. As you can see from the picture below there is some work that needs to be done.



I'm also working on our website – I was notified by Google that there are some improvements to be made for the search ability of the site. I am taking care of whatever needs to be done.

I was asked about our scanners reading the “virtual cards” on patrons’ devices and if that was possible. I was able to determine that our self checkout does in fact register these cards but our other scanners do not. I contacted RCLS and they informed me we would need to purchase new scanners at 189.00 a piece in order to resolve that issue.

I also investigated the virtual cards and if there was a program through RCLS to house them. There is an app searchable on the Google store and app store called RCLS where cards can be stored. It creates a virtual bar code using the library card number.

I also got in contact with Bibliotheca, they make the software our self checkout runs on, as they have a program called cloudLibrary, this program also includes a virtual card section. I am going to do a web conference with them.

I spoke with multiple libraries about the T-Mobile hotspot program – and I was given a document that they give their patrons. Some charge the patrons some do not. T-Mobile did not charge for the hotspots but they charge around 29.50 a month for the service. We should get the unlimited data service otherwise patrons will use up the data in one use. There are a couple of other suggestions they provided if you would like me to convey them to you I can as well.