

## May IT Report

Last month I noted that I would be attending a presentation in Haverstraw about shared data and where that information gets shared. I was unable to attend because I was ill that week, I had been to Urgent Care the Monday of that week and I was not able to make a long trip to Haverstraw.

The What's Inside Your Computer class was a success, I had a free flowing format where the patrons could open a computer and poke around inside it while asking any questions. It worked out so well I will be offering it again in the fall.

I will also be offering the following classes for the next half of the year:

July – How To Understand Your Home WiFi – the basics on wireless connections and how to speak with your cable company about those issues, as an ex-Spectrum employee I know many times people who call don't understand the terminology or the lingo and so I think it is helpful because Spectrum did not offer that kind of education.

August – I will be taking Jillian to camp in Maryland so we will not have a class that month

September – How to get a New York State and New York City public library card and the benefits (Kanopy, etc)

October – OverDrive

November – What's Inside Your Computer?

December – Online Shopping 101

We experienced more issues with the patron pcs this month and sites like Netflix and Chase. PC #5 was the one where we saw the most problems. These PCs are set to be replaced in the first quarter of 2020 as they currently have Windows 7 on them and support for Windows 7 ends in 2020. This should also help with problems with compatibility of sites and other things we have found. Patron PC #2 had to be rebuilt by RCLS after issues.

I worked with the microphones and the mixer on our audio system after the Cecil Allen event and tried to learn more about how the mixer works. Going forward I have a good idea of how to adjust them when we have a musical presentation, but I'm still working out some kinks.

Our CoinBox for the printer got jammed because someone put in foreign coins. The box does not know how to address those and it will jam. I spoke with Andy at Office Dynamix to see if maybe we needed a different box or a newer one and he informed me that there wasn't one that would automatically kick those out, the problem is the older Canadian nickels and dimes become lodged in slots in the machine because their size is different than American coins. Danielle and I are working on signage for that.

I am also looking into any newsletter issues where patrons express concern that they are not getting them. I have a template for the others to explain how to check their spam folder and junk mail, so that

we can check to make sure they did not accidentally “spam” the email. What I’ve found is that out of the five I’ve explored since the beginning of June – 3 have not signed up. I signed them up and notified them that they should be receiving the newsletter. The other two were sent the spam template and 1 replied explaining they would check and the other has yet to reply. Any other issues that may arise with this I have a contact with Library Aware that can test to see if it is leaving the Library aware servers properly. The patron that has yet to reply we have confirmed that the email is leaving to them successfully. I also have a document created to track these issues.

In July there will be a new release of an app for RCLS patrons to use that should have similar options to the old Boopsie app. The older one had a place to store your library card, look into recommendations and other features. As soon as I am able to I will learn about the benefits in the new app.

Submitted by,

Jonathan Sager

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