

IT Report for March Meeting

One of my projects for March was to work on the SelfCheckout machine and make it more branded to the library. I was able to get an admin card from Bibliotheca, our vendor, and after some Google searching I found documentation for how to personalize the machine. I also was able to find the login information after Google searching as well. If you use the machine you may notice that it now displays programs coming up – Mindfulness, Knitting, Tech Support, etc. This is a way for us to keep getting our message out there.

I am also working with Bibliotheca to try and get the novelist information put on the machine so we can get an automated list of reads generated for the user. I'm working to try and get this so we can develop more interaction with our users.

I've been working with John Hurley at RCLS and we have been heading up a group on cyber security. We are trying to work out the details but we are looking to schedule a meeting at some point in the future so that we can try and have more in-house cyber security training and education. As I have a degree in it and John has history and training we are passionate about this subject and we are looking to keep the organization safe. He also has suggested I join the MS-ISAC which is the Multi-State Information Sharing & Analysis Center. This group keeps organizations like libraries, schools, governments, etc. informed on cyber threats and things like scams so that we can keep the organization and the public informed. It can be very helpful all the way around.

My class in February on Databases was attended by 1 patron however it was very good because we were able to drill down into what that patron was interested in. It made it a very focused class and it helped me to learn more about how to structure these classes. I'm still learning about what to focus on but as time goes on I think I am gathering more ideas.

I took a couple of hours and cleaned up the network closet – it still has a lot of work to go but it is starting to look a lot better and it will help in the future if we need to do any troubleshooting.

As of March 12, 2019, we've had some very successful days on Twitter – we are up to 420 followers – a lot of libraries are following us. To put that into perspective that is 35 more than we had 28 days ago. Also our impressions are up 81.1% over that same period, we had 22,300 impressions. We also had 348 profile visits which is up 16.8 % over that period. All in all we had a good month.

I have made some connections with libraries in Florida and Canada to try and have folks that I can bounce ideas off of and get ideas from. Other libraries are very good at putting programs out on Twitter so that we can get ideas and take those to make programs out of them.

We also got involved in the NY Library Association's Library Advocacy Day on Twitter and put out Tweets in support of libraries. We saw a fair amount of impressions through this campaign.

I tried to create a new set of instructions for the printer to make it easier for patrons to understand how to print from the self-serve kiosk. It's still a work in progress but I will monitor it to see how it goes. I've noticed that people tend to panic when it comes to printing – I think it may come from a fear of

technology or a fear of losing the print job. Whichever it is, having patience with the patron goes a long way in calming their fears.

Tech support has been busy – not just helping the walk-in patrons but helping patrons at the pcs as well during that time. I've helped customers set up email, tried to help them learn how to pay their bills online and tried to teach them about how to find files on their pc. Again, it is a work in progress but a lot of this comes down to patience – as with anything when you get frustrated and you reach out for support you hope that the person who is helping you does not get upset with you. This is a huge part of being good at tech support.

I'm working with RCLS on our Wi-Fi and internet. I am trying to figure out if there is a problem going on with it or if someone is just using the Wi-Fi at different times to download big files. I am tracking and doing my best to document it as well as keep John Hurley aware of it because he and I have a good working relationship and are heading up the cyber security committee.

Of course other things occurred but they were handled as they came along.

Thank you,

Jonathan