Library Manager Advisory Council Meeting Feb 25, 2015
Information Technology Report

Internet upgrade

The internet bandwidth for the whole system has been upgraded from 40Mbps to 80 Mbps. Patrons should be able to enjoy much faster connection when they surf on the internet. The 80Mbps is equally divided between NLLS member libraries, which is 45 at this moment.

Polaris upgrade

Polaris has been upgraded to a new version in January 2015. The major enhancement is that 3M Cloud Library and OverDrive will be integrated into the catalogue. The integration work will be finished soon.

There is a system bug in the current version of Polaris. If an existing address is to be edited, once the Edit Address window is open, a space will be added automatically after the last number of the postal code. If that extra space is not deleted manually, an error message will pop up, saying "The ZipCode is not present/is invalid. Please re-enter data". Polaris is unable to fix it until the next Polaris upgrade.

The next Polaris upgrade is temporarily scheduled early October.

Site Visit

Each library is eligible to have one free IT visit per year. The site visit is mandatory. It will allow the IT professionals to maintain computers in a library, review the IT infrastructure, and provide other technical supports. The IT department will start the site visit tour in April and finish in September or October depending on your needs and our availability.

A site visit schedule will be sent to each library in March and please confirm to us if the scheduled date is convenient or not. If you have any particular need, please send your request through the HelpDesk.

Reminder

- **HelpDesk**: Whenever your library needs help, the best and most efficient way to contact us is through HelpDesk. Simply send your request to help@nlls.ab.ca and we will help you as soon as possible.
- **Public computers**: Please keep all public computers on for a Friday night updates of Microsoft.
- **Laptop Lab:** NLLS is equipped with two laptop labs: one lab of 10 laptops and another one of 5 laptops. They are ready to be sent out. Software installed on those laptops includes
  - Microsoft Office (Word, Excel, PowerPoint, Outlook, OneNote, Publisher)
  - Minecraft
  - Adobe Reader
  - Firefox
  - iTunes

Respectfully submitted,

Wei XUAN