

# Library Manager's Council Meeting February 24, 2016

## Information Technology Report

### **Desktop Authority:**

Last LMAC meeting some libraries voiced concern over our ability to connect staff computer without an approval from a staff member. Desktop Authority has now been setup to request permission to allow NLLS staff to connect to any computer.

### **DeepFreeze:**

We have just finished purchasing a new version of deepfreeze, it is cloud based. We will need to connect to all public computers to remove the old version and install the new version. From then on we will be able to work with it from the cloud; this will allow us to change setting for deepfreeze or update without the need to connect to each and every public computer. Considerable time for both I.T. Staff and Library staff will be saved.

### **Computer upgrade for NLLS HQ:**

I.T. is currently looking into pricing for replacing HQ computers, if any library is looking to upgrade computers we can include them in the order to try and help with lower prices.

### **New Staff:**

We welcome Brandon in the information technology department as the I.T. Assistant. We have had Brandon work with us as a summer student and are excited to have him back to work with us full time. He will be in charge of the websites as well he will work on computers and troubleshoot issues with the libraries.

### **I.T. Hours:**

We are currently testing different hours for I.T. to try and service our libraries better, Jodi Arrowsmith's current hours are as follows:

Monday: 8:30am – 4:30 pm

Tuesday 10:00 am – 6:00pm

Wednesday 10:00am – 6:00pm

Thursday 10:00am – 6:00 pm

Friday 8:30am – 4:30pm

### **Leap:**

I.T. working with Public services will be testing leap on different tablets to see which work the best with the software.

### **I.T. Site Visits:**

Our yearly site visits are currently underway, if there is anyone needing a site visit please send in a help desk ticket. Our school housed libraries may want to consider times in the near future as many have very short hours or are closed during the summer.

### **Staff Training:**

I.T. Staff is currently booking training to allow us to serve our libraries better.

### **Help Desk Usage:**

NLLS staff would like to extend a friendly reminder to use the NLLS Helpdesk where ever possible, this helps speed up response time when a staff member is away.

We thank you for your help in this matter and appreciate your continued support.

### **Sending Computers into NLLS:**

When sending your computers into NLLS IT staff make sure to label your equipment so we know who it is coming from. Also please include a description of the problem or a copy of the helpdesk request.