Board Meeting December 2017

Information Technology Report

2017 Information Technology Review

In 2017 IT, as per board approval, bought and replaced the Fortigates (Firewalls) for all 46 of our libraries with a site visit to setup each Fortigate. We centralized and upgraded our helpdesk software, and changed our anti-virus from Trend micro to Bitdefender which involved removal of the old software and installation of the new software on 425 computers. With the install of the new Anti-virus, our public security software, Faronics Deepfreeze, needed to be upgraded which meant going to each library and upgrading 265 pubic computers.

Librarians Email was changed from basic webmail via Townlife to a full install of Office 365. Progress on the websites have been moving along nicely, Townlife has finished helping our libraries get their websites setup. The website at HQ has been started, with Heather working with Clinton to make the changes.

There have been two successful Polaris upgrades this year, the first going from 5.1 to 5.2. This last one that we had here in November was a large one going from 5.2 to 5.6 which took a full day to install and index, the following day we had our software, Desktop Authority (Remote Management Software), send out the install to every library. We also started doing several manual connections with libraries over the next two days to help with the install of the software where there were problems.

Newbrook library is in its new building and in the process of getting established. As for the computers and network, they are up and ready with both Supernet and their Fortigate (firewall) installed.

IT has purchased and built for library use over 60 computers in the last 4 months. With the purchase and build of new computers comes the cleaning and wiping or rebuilding for repurpose of all the old computers which is a total of 120+ computers in this time.

We have also upgraded some of our in house laptops and installed windows 10, which included all the computers in our small lab to give our libraries the option for patron training sessions. We have also purchased a virtual reality system that will be going out in the New Year as a lab to our libraries.

The completion of the 2017 projects also means a revving up of new projects for 2018. The most recent is the upgrading of our internet bandwidth, we are reviewing other providers as our contract with our current ISP provider is concluded in January and up for renewal.