Technology Report

October/November, 2024

Systems Administration

- Office 2016 reaches its end-of-life in October 2025. SCLS has purchased Office 2024 Pro Plus. We will be upgrading Office on patron and staff PCs. Details will be posted on the information will be posted to the Technology News blog when they have been ironed out.
- Windows 11 24H2 Feature Update has been released. We will be upgrading all Windows 11 PCs soon.
- Windows Server 2025 has been released. SCLS will ask for a quote so that we can upgrade our servers which are all on Server 2019.

Microsoft 365

SCLS staff continues to work with libraries on the rollout – of the 45 libraries participating in SCLS-hosted email, 41 are live with the new settings and 4 libraries remain. We hope to have this project wrapped up by the end of December.

E-Rate

We are beginning to prepare for the application process for the 2025/2026 E-rate cycle. Informational sessions are being held on December 5 and December 10.

Amherst Live on SCLS Technology Services

The Lettie W. Jensen Library of Amherst is now live on SCLS Technology Services. This project is funded by an LSTA grant.   Emily and Nick visited the library on 10/25 to install the Network equipment, staff PCs, patron PCs, and wireless access point. Emily will be going back out on January 2nd for their ILS go live date to help with technology issues and remove their old equipment as well.

Data Services

New and updated data dashboards:

- Library Statistics Summary – This dashboard visualizes data from the monthly report of the same name. I created the dashboard after hearing from multiple library Directors that they regularly included either the report or portions of the data it contains in the information packets they provide to their library board. The dashboard presents the data in a format ready to download or print, which I hope will make it a reliable and easy-to-use resource for member libraries.
- Per Capita Service Measure Comparison – I created this dashboard using data from the Department of Public Instruction Annual Reports since 2019. The dashboard's purpose is to enable staff to compare their library to other libraries in the state, library system, locale category, population group, and county on selected service data measures. All the metrics shown in the dashboard are calculated either per capita or per 1,000 residents to allow easier comparison between libraries of different sizes. Reference lines in each chart show the median

value of the metric for each grouping to give a sense of where a selected library ranks in comparison to the group overall.

<div align="right">- Tim Drexler</div>

Network Equipment Refresh

Every 5-7 years a libraries network equipment (router and switches) are replaced. We have been working on the sites for this year. We have 24 libraries, including Amherst, to visit for this project. So far we have 7 out of 24 sites completed.

Field Technician's Corner

We have been to a lot of libraries the past couple months to install new PCs. End of the year ordering tends to pick up with libraries using up their tech budget. Our goal is to have everything ordered this year installed by the end of the year, so far we are on track to complete this as long as their isn't a blizzard.   – Emily Peterson

Device Counts

Emily will be handling device counts in December. This "mid year" count is to verify that the numbers libraries reported in May are what they have. Some libraries will remove or add PCs at the end of the year so this count is to make sure they are being billed correctly for this.

Help Desk Voice Mail Funnies

The transcribed version of our help desk voice mail often provides some entertaining versions of libraries names. Here are a few—can you guess the library?

- "on Prairie" "Penn Prairie"
- "Lattie Jenson" "Lettie Jackson" "Leddy Jackson" "Lettie Johnson"
- "Carnegie Shoddy"
- "Peony" "Penny"
- "Stone"
- "Newgaris"