

IT Update for August 2016 Board Meeting

Polaris Infrastructure Upgrade

Several performance issues existed after the July 4th upgrade of Polaris. Most of these issues were able to be fixed as they were identified, however one lingering issue continued to plague the system. IT staff from IHLS and support staff from Innovative Interfaces Inc. (Polaris' parent company) worked continuously on the problem for many nights while our member libraries were closed. Ultimately the SHARE production server was recreated from the ground up and the database was moved over. This seems to have helped a lot, and we are continuing to monitor the performance.

SHARE Website Live

The SHARE website is now live. The new website features a clean look and feel, and several staff offered input into the organization of the site. The site is also fully mobile compliant and works on any device now. One exciting new feature is the ability to allow libraries to log directly into the website using their Polaris login information. This functionality, while not fully implanted yet, will allow libraries to log in and see information specific to their library. Bills, agreements, settings, and reports can be setup to allow easy and secure access. Check it out at <http://share.illinoisheartland.org/>

IPad Delivery Project Update

The target date for this project to go live is Aug 29th. This project was pushed back after discussion with the Operations team. The new ILDS routes were changing daily as they tried to optimize those routes, so it was decided to push this project back. In the meantime, new functionality was added to the software to make the flow of information more user friendly.

Video Conferencing Issues

IHLS continues to wait for a resolution between RAILS and Polycom to fix the issues with muting and un-muting of the video calls. In the meantime, we purchased a conference phone for the Edwardsville IHLS location that can merge a video call audio, with telephone audio. This should dramatically improve the audio quality of those participating by telephone in all our meetings.