Illinois Heartland Library System

IT Update for March 2017 Board Meeting

Video System Updates

All three IHLS locations now have the same Polycom video equipment for meetings. Champaign was the last office to upgrade to the equipment as there was a long-standing lease from CMS on this equipment. The lease included the equipment, registration and support for ~$470/month. New equipment to replace it costs about $14,000. However, we were able to purchase refurbished equipment with a 1 year warranty for $2,000 and only needed a large screen TV ($450). The return on investment is 5.2 months.

Each video location also has a Polycom telephone/microphone array. These were purchased previously for Champaign, Edwardsville and Carbondale. They are all now installed and connected to our internal phone system. Any IHLS location can now merge phone calls into a video call. All systems are compatible with ZOOM, and the RAILS H.323 bridge, which allows several video sites to connect to each other from around the state and world.

Screwdrivers upgrade causing problems for Polaris printing

Screwdrivers is the software product we use that allows remote library computers to connect to our Polaris servers and print to the printers in their own library. Version 6 of the software has many improvements and the ability to automatically update key parts of the client automatically. This is a very real improvement for us. Unfortunately, there have been some issues with connectivity at login. We are working with the parent company Tricerat to provide log files and information for them to correct the problem.

Other Champaign office improvements

A new video surveillance camera was installed at the Champaign office to monitor foot traffic at the front door. Staff has been moved around the building to make space for the additional delivery needs and therefore no one could see who was at the front door without walking in front of it. Any staff in the building can monitor the video feed without leaving their desk.

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