

Shared Automation System Users' Group
Meeting of July 25, 2019
SYSTEM UPDATE

Discovery Server Slowness/Connectivity Issues

At around 4pm on 07/09/2019 the Discovery online catalog started experiencing slowness and connectivity issues. Carl's monitoring software detected the issue, but they did not take corrective action as their monitoring software showed the problem as being intermittent and self-correcting. The issue continued to persist through the evening. Carl took no corrective action as the problem persisted on 07/09/2019 as they believed the server cycles that were planned as part of scheduled maintenance that evening would correct the ongoing issue. The server cycle appeared to have corrected the issue during testing that evening. Unfortunately, on the morning of 07/10/2019, when Discovery catalog usage started to increase, it became apparent that the issue had not been corrected by the server cycle on the previous evening. TLN opened an emergency ticket with the Carl Helpdesk at 8:42am on 07/10/2019. Carl staff worked on the issue throughout the day and discovered an issue with a resource table on the Discovery server. The issue was corrected at about 4pm on 07/10/2019.

There have been some concerns expressed that the maintenance performed on the Database server on the evening of 07/09/2019 was the source of the issues with Discovery. This is not the case, as the issue started before the maintenance was performed and the maintenance was performed on a completely different server.

Carl Server Hardware Updates

On the evening of 07/09/2019 TLN contracted with Hewlett Packard Enterprise to install eight additional disk drives into the Carl-X Database server. The installation began at 9pm and was complete at approximately 11:30pm. There were no issues encountered during the installation. The additional drives were added to the database server due to high disk activity on the existing disk drives. This high activity was causing a disk I/O bottleneck during times of peak usage. The additional drives allow the data on the server to be spread across more drives allowing for faster data access times and preventing the disk I/O bottlenecks.

On the morning of 07/14/2019, TLN Staff installed additional memory in both the Carl-X Application and Discovery servers. The systems were down from 5:30am-5:50am and no issues were encountered during the installation. The additional memory was added to address high memory usage on both servers. Over the last few months, both the Carl-X Application and Discovery servers were running at 95-99% memory usage. This high level of memory utilization did not provide any headroom for bursts of heavy usage on the server. The additional memory has reduced the overall memory utilization on both servers and both servers now have enough memory to handle periods of heavy usage with less memory I/O bottlenecks.

Generator project – Update

TLN has experienced problems getting the site plan for the generator approved by the city of Novi, which has considerably delayed the project. As soon as the site plan is complete, we're ready to go with the project. When the shared system Executive Committee decided to move forward with installing a generator, the decision was made not to replace the failing external UPS batteries. However, when this decision was made, we expected the generator would be in place in the spring of this year. At this time, with the generator yet to be installed and having not replaced the external UPS batteries, if we experience a power outage we have about an hour worth of up time, which is just enough to bring the system down gracefully. We have escalated the issue with the city of Novi and continue to do so, in order to get the site plan approved and the generator installed.

System Barcodes

If your library is using prefix specific patron (ie: 29009 for Redford) or item (ie: 39009 for Redford) barcodes (not 29082 or 39082) for your library please remember:

- Barcodes (both patron and item) should be CodaBar Modulus 10
- Send a proof sheet to TLN before ordering the barcodes so that TLN can make sure that the bar codes are in compliance with the shared system.
- Both your library and the vendor should be tracking the barcode numbers so that when it is time to order again the numbers will go forward in the correct sequence.

If your library is currently using the 29082 and 39082 barcodes and is preparing to move to prefix specific barcodes for your library, open a help desk ticket with TLN so that TLN can work with vendors to make any required changes to electronic subscriptions that use barcodes to access the subscriptions.

Patron Notification reminder

Our primary method of notification is email. If there is an email address in the patron record, notification will occur via email by default, unless the patron has opted out of email notification. If the patron has opted out of email notification and has a phone number in the phone field in the patron record, notification will occur via phone.

Notification via text is always in addition to another type of notification – either email or phone – text messaging cannot be the sole method of notification. In order for text notification (hold pickup and courtesy notices only) to occur, the patron must opt in and the patron record must include a cell phone number and a cellular carrier.

Notification via paper only occurs for lost item bills and only if email notification fails or is not possible due to lack of email address in patron record (lost item bills cannot be sent via phone or text).