

**Tech Advisory Council
November 18, 2004
Meeting Notes**

Present: Rawdon Cheng (UHLS), Jonathan Koppel (UHLS), Marcia Middleton (APL), John Love (BETH), Laurie Louis (APL), Michael Sweeney (GUIL), Mike Whitney (EGRN), Lorraine Smi (VOOR)

SAM Demo

Marcia, and Laurie gave a demonstration of their SAM Internet Manager by Comprise. SAM helps control patron access of the Internet computers at all five of the Albany branches. Each Internet session is limited to 60 minutes, and a patron is allowed two 60-minute sessions a day. If a patron were to use up their 2-hour usage limit at one branch and go to a different branch to continue their online browsing, the other branch would know via the SAM system and not allow them to use the internet computers. Because the SAM system is implemented in all five branches a person can be added to the system at any of the branches. There are three basic service fees of the SAM system that a person can choose.

\$25 for 3 months

\$50 for a year for a system user

\$1 for a single day visitor pass.

The visitor pass has two hours of use

Along with time management of Internet access, SAM also provides the service of print management. Users can place money on their SAM card for credit towards their print jobs.

All large monitoring software systems have problems. Some of the problems encountered are listed below.

- When the SAM system crashes every person has to sign off.
- The signage provided for the use with the SAM system is expensive and is currently not adequate for helping the patron understand which computer has been assigned to them.
- There is currently a lag time between the signup of the next user and the sign off of the current user
- There are flow control errors from time to time.
- You receive good technical support on the critical issues, but the general problems take longer for Comprise to address.

With the problems that are currently being ironed out, Albany Public library has been able to control Internet access and printer access for their patrons, and public users.

Listed below are some statistics about the SAM system.

- 4,00 users in the database so far.
- The average user session is 40 minutes
- The first library was brought up in June.
- It took 2 or 3 months for initial setup.
- The last branch came up in August.

If other libraries are interested, a license can be purchased from comprise and they can provide a small administrative maintenance fee to Albany.

APL wants to make the system more stable before they offer the service of administering SAM for other libraries.

Currently Colonie and Bethlehem provides PC Reservation

Roaming Profiles

Roaming profiles allow any computer user to be able to access their documents, desktop and email from any computer in the organization. For roaming profiles to be available in an organization, a domain controller running Windows Server 2000 or Windows Server 2003 needs to be in place. Each time a user signs onto the server, their profile is synchronized with the one on the domain controller. Their documents, desktop, and email messages are then updated on the machine that they are working on.

The roaming profiles are easy to setup, but if a library needs assistance, UHLS will provide support. If a user were to have their computer crash, they can log on to other workstations in the network and will be able to access all of their documents and emails; this is one of the advantages of using roaming profiles. To make roaming profiles work well for your organization a standardized blanket of applications should be used on all computers that would use the features of roaming profiles.

Emergency Broadcast Message

IMAIL chat messenger does not provide a broadcast message feature. We will try the software Jabber, and see how that goes..

Rawdon is still working on the VPN portal for broadcast messages.

RENS and another library are currently testing VPN.

Beth, APLM, and GUIL will try out the VPN

The current problem with VPN is that once you are logged into the VPN all network traffic goes through the VPN. Since the mention of these notes, Rawdon has corrected this problem.

Symantec Ghost Demo

Marcia and Laurie gave a demonstration of Symantec Ghost. Symantec Ghost is an application that can be used to copy a computer's configuration and store it at a different location, if the computer were to crash; the computer can be restored from the stored image. Ghost can also be used to implement software and windows updates. You can apply the updates to one machine and then apply the image of the updated machine to the other computers on your network.

APLM uses a boot disk to initialize the pushing (writing over a computer's current configuration) or pulling (copying the computer's configuration). The link for the site that provides the boot disk to perform this procedure can be found here (<http://nu2.nu/bootdisk/network/index.php?p=1>)

Deepfreeze Demo

There was not enough time to cover a Deepfreeze Demo

Free Software to Libraries

At the end of the meeting there was a brief conversation about software licensing for libraries. Tech Advisory Council will revisit this issue. One website mentioned during the conversation was TechSoup. (www.techsoup.com). Libraries who has 503.1c status is eligible for getting free software from it. For eligibility, check out this website.