

Office Manager's Report June 2025

Peabody Update Project: I'm still in the process of evaluating our options for Peabody and developing a replacement for the existing web portal. While the UMSI team created a fantastic website, balancing execution of that vision against the cost to build is critical. Longterm management (another additional cost) of the website must also be taken into consideration, so thank you for your patience while WPLC evaluates the options available. I've spoken to three developers at length thus far and have another meeting on the books with Streamline on July 9th.

Peabody Errors: Issues started occurring in May 2025 with functions of the Peabody website, primarily the statistics tab. When trying to compile stats, an error message would be returned to users. WPLC reached out to our webhost to troubleshoot the problem and was notified that the issue occurred due to an upgrade on the host's servers. This was a necessary upgrade to improve performance and security for all Hostek's websites, but the change also has caused several previously working features in Peabody to break. Hostek has advised that they are not responsible for compatibility issues with a website's code and that they will not help to troubleshoot the error.

A workaround is available at this time for those libraries who utilize the statistics section of the website. Please email Alison with any requests for borrow/loan statistics. They can be pulled manually from the database despite Peabody's tool not functioning.

Interlibrary Loan: Since last meeting, I've had several more issues with USPS delivery. An Illinois library that I happened upon actually has limited their ILL service to in-state via courier only due to inconsistency. Please, when you send items via library rate/media mail, hold on to the receipt and the tracking information. This way, if there is an issue with sending or returns, we can more easily figure out what has happened to the item.

Copy Cataloging Requests: Bib requests were much quieter in April (153 requests) but picked up again to a more typical amount in May (428). Most requests are still being answered within a 2 day period.

Website Maintenance and Accessibility: Between working on development for the Peabody site, I've also been having conversations with web developers about the main wplc.org website. We will need to be compliant with WCAG standards next April, and I am interested in having a professional team tackle that project rather than doing it all in house. Streamline is a potential option, and I have another meeting with them July 9th.

Changes to business hours, contact info, etc.: If there is a change to your website, operating hours, or contact information for your library, please let us know so that we can keep the directory up to date.