Rogue Valley Genealogical Society
Board of Directors Meeting – April 2024
Technology & Data Management Report

- **Social Media & Video Update Stats**
- **MyHeritage Stats**
- **NewspaperArchive Stats**

2024 Survey
We had 234 responses to the survey, a return rate of 41% of memberships (not of individual members as I'm confident that many households only completed one survey). The average return rate for "customer service" type surveys is 10 – 30%. I have also sent a PDF of the results. Open ended answers were summarized by Jeanne Hoadley and have been included as a second document.

Patron Computer #2
You may have noticed that Patron Computer #2 was out of commission for a while. The computer crashed during an update and was not salvageable. Jeff and I have replaced it with one of the rebuilt computers we purchased last year. We still have one left in storage.

MyHeritage
Remote access to MyHeritage was down for a few days. EBSCO, the contractor, requires a password change every year, which changes our URL (web address) to access it from home. In addition, they did not want us to put the login credentials in the URL (as we have always done) as they could be stolen. However, not doing so would require that every user logs in every time they want to use it. I convinced MyHeritage to allow us to embed the login credentials, so now MyHeritage is working as it has in the past.

Spectrum
Spectrum Internet was down again on Thursday. This impacted the MyHeritage viewing party that was scheduled. It was a regional outage, but I never heard the cause. Unfortunately, when service was restored, our system did not come back online automatically. I tried having Spectrum do a remote reboot of the modem, but it didn't work. This required that I go to the library and manually reboot (power down and restart) the modem and router. This worked and service was restored. In addition, I discovered there were computers that were off, including the server. This indicated that there was a power outage at some point as well. I'm guessing the librarians had to power on the reception computers. When this happens, I need to know so I can provide instructions to restart the server.

Respectfully submitted by Rich Miles, Director of Technology & Data Management