

Recommendation Regarding Image Sourcing in our V-Cat Sierra Desktop Application and V-Cat Web Catalog

The recent slowness in the Sierra Search/Holds function has been linked to book jacket images in the record preview. Our images in both the V-Cat Sierra Desktop Application and the V-Cat web catalog currently come from Baker and Taylor's Content Café service. We are concerned about the viability of Content Café service into the future.

The Content Café service appears to be hosting images on an outdated server that cannot handle the security handshake process involved in requesting and receiving images via a secure encrypted https port.

For this reason, Innovative has modified the image request link setup in Sierra Desktop App to use the unsecured http port for image requests instead of the secure encrypted https port. We do not know how much longer this will be a viable option

While we have not experienced significant recurring slowness in the V-Cat web catalog, image requests via the Content Café secure encrypted https port have failed multiple times for 30 minutes or more over the past week. Changing the image request links to the unsecured http port is not recommended for the V-Cat web catalog because it will likely cause browsers to produce warning pop-ups and barriers to access for our library users.

Going forward we have two options. We can pursue other sources for book and media jacket images in the V-Cat Sierra Desktop Application and web catalog. Alternately, we can continue to use Content Café image sourcing service for both V-Cat Sierra Desktop Application and V-Cat Web Catalog. This means that we will operate without images in V-Cat Sierra Desktop Application and V-Cat Web Catalog if the Content Café image source fails.

Recommendation:

Secure alternative book/media jacket image source(s) for both V-Cat Sierra Desktop Application and V-Cat Web Catalog to be determined by ILS Administrator at cost not to exceed the annual cost of our current service.

Alternative:

Continue to use Content Café image sourcing service for both V-Cat Sierra Desktop Application and V-Cat Web Catalog. Operate without images in V-Cat Sierra Desktop Application and V-Cat Web Catalog if/when the Content Café image source fails.