

MONTHLY REPORT

By: John Lolis
Dept. Library Systems
Subject: Monthly Activity Report - June 2019

- After experiencing a flurry of mobile hotspots being reset by patrons to factory settings, we found it is possible to restrict them from being reset by enabling the setting, *Limit device control*. As hotspots were checked back in, we enabled this setting on each. During June, we also physically inventoried all of the hotspots in order to reconcile our records with that of the hotspot provider, MobileBeacon. With respect to our hotspot lending procedure, we implemented a limit of one hotspot reservation per patron at a time in order to make more hotspots available to more patrons. Prior to this, we found that some were taking advantage of the system and reserving hotspots for back to back weeks.
- Staff passwords to Evergreen were reset to new random ones by the WLS Helpdesk the morning of the 14th, a practice that is scheduled to take place every 90 days. Leading up to this day, the new passwords were distributed to staff to use. It should be noted that staff can and do change the new password back to their easily-remembered original one, something which belies the whole intention behind securing a new password. This being the case, we shall lobby to end the need for a password reset every 90 days.
- Having received random reports of our website being insecure, I investigated and discovered an error in the secure certificate chain file on our web server. Apparently, most browsers have or have had no issue with an incorrect chain file; however, they are being made more and more secure, leading to these warnings. I corrected the error in the file and now our website receives an "A" SSL rating from [Qualys SSL Labs](#).
- One of the Hub computers, HUB-08, was taken out of service for updating; however, the update failed which resulted in having to completely reinstall it. It has been put back into service and is currently being evaluated before its installation is rolled out to other Hub computers.
- At approximately 5pm on the 5th, browsers began reporting that our public catalog was insecure, and in some cases, depending on how securely restrictive a browser is, it would not allow one to proceed past the security warning. I found that the website security certificate for <https://catalog.westchesterlibraries.org/> had expired at that time, and I reported this to the WLS Helpdesk. They in turn had the Evergreen hosting provider, Equinix, implement an emergency certificate installation which was completed by 9:30am the following morning, and this corrected the situation. The certificate in use for the catalog site is provided by the certificate authority [Let's Encrypt](#) which makes security certificates available free of charge; however, the certificates are good for 90 days only whereas commercially available certificates are usually good for at least one year. The current certificate expires on August 4th of this year.
- Access to the public catalog was unavailable at most County libraries on the 27th for about an hour and a half. Those libraries who *do not* access the catalog through the WLS network were unaffected. This includes the Library.
- It is now possible to install apps from the Apple App store via the Library's wireless network. To achieve this, over 16 million public network addresses—all owned by Apple--had to be whitelisted (an exercise that sounds much more difficult than it actually is).
- On the 10th at around 3pm, our main gateway server, Elara, experienced a critical drive failure. Within 20 minutes, it was replaced with the backup server that had been previously installed for this eventuality. Outside access to our website was down for those 20 minutes.

- Staff reported random Evergreen login problems on the 24th, although those already logged in experienced no difficulty. WLS attributed the issue to Evergreen trying to process too many logins, something that probably has to do with the unconventional authentication mechanism WLS has in place between Active Directory and Evergreen.
- Two of our selfcheck systems had problems this past month: one needed a part replaced for its DVD case unlocker and one needed to have device drivers rolled back to drivers that previously worked. Both selfchecks were made operational again.
- Our web server has been updated with the latest software, including WordPress and all its plugins.

###