

# MONTHLY REPORT

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**Subject:** Monthly Activity Report - March 2020

- In order to continue providing Library phone access to our patrons, [RingCentral](#) cloud phone service was contracted and implemented; it also allows for video meetings and webinars. We now have a new temporary main Library number: (914) 448-4859. All calls have been forwarded from our original number, (914) 422-1400, to that number. This has also been done with all of our published numbers. Six staff in addition to myself have been registered as users with the service so that staff can answer calls for two hours at a time on a scheduled basis. Calls may be answered by those staff directly on their cellphone or by using the RingCentral app on a phone, tablet or computer. The system has been configured to automatically switch to the next staff member for each two hour shift, and it also provides extensive features for call routing, voicemail and announcements.
- As of March 26<sup>th</sup>, we contracted with and implemented the [Zoom](#) meeting and webinar service in order to provide online programs via video meetings and webinars. Zoom was selected because of its enormous popularity which makes it a familiar platform for many and which should in turn be easy for many to use to participate in our online programs. Due to the security and privacy concerns that have plagued Zoom recently we have determined the best possible settings to mitigate as much as possible any security or privacy vulnerabilities, including having a technical co-host for each meeting who would block anyone who attempts what is called "Zoombombing" in which they present inappropriate content or otherwise disrupt the meeting. Staff have very quickly been brought up to speed as much as possible so as to provide online programming during this time.
- Many website changes have been implemented, and as is the case with many IT staff during this time, Systems staff have been extremely busy with not only that, but also in configuring services such as Zoom and RingCentral. Much support has also been provided to staff who are working remotely.
- With regard to March statistics, our website access had been up almost 23% over March 2019. With regard to call stats, 159 were received from 3/26 when it went live through 3/31. With regard to online programming, there have been 35 meetings or webinars, and 389 participants since we started using Zoom on the 26<sup>th</sup> of March (included in that number is at least one staff meeting). With regard to the use of our online database resources, user sessions are up 54% over March of last year.
- Nine laptops have been distributed to staff who need them to work from home. VPN (Virtual Private Network) access software was pre-installed which allows secure access to the Library network. That in turn allows staff to access the Evergreen ILS in order to perform lookups, renewals, registrations and cataloging functions. This is in contrast to the other member libraries who were given VDI access to the Evergreen ILS for only two staff at each library. The use of the Library VPN also allows Systems staff to remotely access a laptop if it requires troubleshooting.
- A number of resource providers have relaxed their restrictions for resources that were previously only available in-library. [Ancestry Library](#) is one such resource that we were able to make available for home access to our cardholders. This was enabled on March 30<sup>th</sup>.
- [ReferenceUSA](#) as well as other database resources have been inaccessible to some of our patrons, most notably those who are trying to access using a Mac computer. We have yet to identify a fix for the problem, and there are other such reports on the EZProxy mailing list which has been very active lately, as EZProxy is the most-used service for allowing secure and restricted remote access. With respect to ReferenceUSA--a very popular database we offer--it had also been down from March 26<sup>th</sup> until March 29<sup>th</sup> due to a server error on the vendor side.

- Census 2020 videos were made available to us to present for viewing on one of the Library lobby displays. Because the sound is turned off on that display, there was a need to have the videos closed-captioned. For a very reasonable price, we were able to achieve this by contracting with [Amara](#), a non-profit organization that employs closed-captioning volunteers who are literate in many languages.

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