

MONTHLY REPORT

By: John Lolis
Dept. Library Systems
Subject: Monthly Activity Report - April 2020

- Because all of our scheduled in-Library calendar events had been canceled, we had our calendar hosting provider, Demco Software, delete all of the events from the calendar. Once that was done, new event types and age groups were added or edited, and two new “virtual rooms” were created to accommodate our online programming.
- Much effort has gone into determining a workflow process for our online programming which has needs that are far different from those to which we had been accustomed. We are still striving to determine a workflow that efficiently integrates our online calendar with Zoom meeting and webinar scheduling.
- We purchased 10 new laptops to make available to staff working from home. Major funding for the purchase will hopefully be through a \$2,000 WLS mini-grant for which we have applied. The Library Foundation is providing the necessary additional funding. An entire day was spent at the Library working alone in order to configure and install software on the laptops to prepare them for staff.
- An additional RingCentral user has been added to our cloud phone based account so that Circulation Staff is able to call patrons who do not have an email address on record, or who may have other discrepancies in their accounts..
- The order for 67 washable, antimicrobial keyboards has been processed, and we are awaiting shipment. In addition to other preventive measures we will take prior to opening, the keyboards will replace those at both public computers and service desk or shared staff computers.
- On the 29th, patrons received email notifications that their items were coming due; this was due to our originally having entered an emergency closing date range in Evergreen that was to end on May 1st. A new emergency closure date range was entered, one that is to expire on May 31st. A calendar reminder has been entered so that we can add another closure range prior to that expiration date if the Library closure is expected to extend beyond that time.
- Due to the widely-reported security concerns surrounding the use of the Zoom video meeting and webinar platform, we have determined a number of settings that provide the utmost in security while also striving to maintain a balance with ease of access for patrons. In addition, Zoom has thankfully improved their software and service to further provide greater security.
- Although access to our website was down according to the number of user sessions--about 86% of what it was in March--database usage continues to increase (8.3% over March). This seems to indicate that our patrons have gone through a peak period of discovering our online resources, and many of them now probably go straight to the resource they want. Compared to April of 2019, the number of user sessions was up by 45%, and remote database usage was up over 290% . See the next page for a list of the 25 top accessed database resources. Please note that some resources such as AcornTV are normally accessed directly without going through our website once a patron has registered for it; therefore, they may not appear to have the high usage we know them to have through other reports. A resource such as Ancestry@Home, on the other hand, can only be accessed through our website, hence all access to it is reported in the database usage analysis below.

DATABASE USE - TOTAL				
		Ad Clicks		User Sessions
1	hoopla	413	12.06%	339
2	Ancestry Library Edition	267	7.80%	180
3	lynda.com	240	7.01%	213
4	Open Library	185	5.40%	167
5	TumbleBooks	168	4.90%	142
6	RBdigital Video (AcornTV)	161	4.70%	140
7	ReferenceUSA	134	3.91%	97
8	Project Gutenberg	126	3.68%	124
9	Kanopy	125	3.65%	112
10	Freading	122	3.56%	113
11	Online Tutor	98	2.86%	83
12	LearningExpress Library	90	2.63%	81
13	Freegal (Music Downloads)	72	2.10%	67
14	TumbleMath	69	2.01%	62
15	Kanopy Kids	65	1.89%	60
16	Audio Book Cloud	60	1.75%	57
17	RBdigital Recorded Books	48	1.40%	44
18	Teen Book Cloud	45	1.31%	41
19	Comics Plus - Library Edition	40	1.16%	39
20	Free Music Archive	33	0.96%	33
21	Foundation Directory Online Professional	28	0.81%	27
22	Romance Book Cloud	28	0.81%	26
23	Britannica School	27	0.78%	27
24	Kids infoBits	25	0.73%	25
25	Popular Magazines	24	0.70%	18

##