

MONTHLY REPORT

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Subject: Monthly Activity Report - October 2020

Our subscription to Acorn TV, Qello and IndieFlix through RBdigital was found to have lapsed as of September 30th. We received no notification of the impending expiration, hence the inadvertent lapse in service. It was restored as of the 9th.

In anticipation of resuming public access computing, in September we subscribed to a cloud-based remote assistance service known as Zoho (see last month's report). As we no longer plan to make public computing available for the foreseeable future, but do plan to circulate laptops, we will install the support client on those so that we can help patrons at home should they have an issue.

On Monday the 5th, Brian Kenney and I attended a virtual meeting with other directors and WLS' Director of IT, Wilson Arana. The meeting concerned the WLS IT Service Level Agreement and the new tiered service levels that were announced. The most welcome part of it is that member libraries will no longer be required to access the Evergreen ILS through WLS' network, nor through the use of VDI (Virtual Desktop Infrastructure), the latter having had particularly poor performance issues. Member libraries now have the option as to what level of service they can have. It should be noted that WPPL, due to us being on the City's municipal network, was never required to use VDI as had been the case with all the other member libraries; however, we were required to access the ILS through a WLS network tunnel.

We found on the 13th that all our Evergreen staff passwords had been reset, and once again without notice. It was not until later that evening that we received the new passwords from WLS.

Due to the heightened need to maintain access to the Library network for staff working from home, I configured a second VPN (Virtual Private Network) tunnel. If the existing VPN through our Cablevision connection fails for whatever reason, we now have a backup connection through FiOS.

Throughout the month, there were several outages with the Evergreen ILS (10/4, 10/9, 10/28 & 10/30). They ranged in duration from a few minutes to half the day or more. They were also not due to a single cause, as some outages were on the Equinox side and some on the WLS side.

In an effort to further increase social distancing, a number of staff were relocated to other locations, primarily to those meeting rooms which would otherwise be unused.

I submitted a purchase request for a new server as well as for VMware's VSphere and VCenter software. The latter accounts for over half of the total purchase price (>\$14000), but it will allow for a very robust environment with excellent maintenance capabilities and a backup strategy that would provide the utmost in protection and disaster recovery. The City IT Department is reviewing the request.

	Database	Database Uses	% Use	User Sessions
1	hoopla	141	11.67%	110
2	Online Tutor	113	9.35%	88
3	RBdigital Video (AcornTV)	102	8.44%	66
4	Kanopy	89	7.36%	76
5	ConsumerReports.org	60	4.96%	53
6	lynda.com	48	3.97%	43
7	Ancestry Library Edition	44	3.64%	36
8	LearningExpress Library	43	3.55%	37
9	ReferenceUSA	42	3.47%	34
10	Freegal (Music Downloads)	42	3.47%	39
11	medici.tv	40	3.31%	39
12	AcornTV (Direct Link)	31	2.56%	23
13	Freeding	30	2.48%	26
14	RBdigital Magazines	30	2.48%	27
15	TumbleBooks	24	1.98%	22
16	Foundation Grants to Individuals Online	24	1.98%	6
17	Open Library	22	1.82%	19
18	Qello	21	1.73%	17
19	Kanopy Kids	21	1.73%	21
20	IndieFlix	21	1.73%	19
21	Foundation Directory Online Professional	20	1.65%	6
22	RBdigital Recorded Books	18	1.49%	15
23	Britannica School	17	1.40%	13
24	Project Gutenberg	16	1.32%	13
25	Comics Plus - Library Edition	12	0.99%	11

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