

# MONTHLY REPORT

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**Subject:** Monthly Activity Report – November 2020

We experienced an Evergreen ILS outage on Friday the 6<sup>th</sup>. This was due to a failure of our VPN tunnel through WLS to the server. Network connectivity was restored later that evening.

At some point during the month, the phone line to our Administration fax/copier lost its connection. The connection has yet to be reestablished, and it is suspected that the break may have been caused by Optimum and FiOS both having run cables to the server room for the Cable Television Department.

The City Finance Department instructed us to migrate our credit card processing from Evalon to Chase Paymentech, as the City as a whole was to be using Chase; however, due to the fact that we require a software solution in addition to standalone credit card terminals (unlike other City departments), we found that we would incur a far greater cost on an annual basis. This migration—at least with respect to the Library--has subsequently been put on hold.

My purchase request for a new server and virtualization software has been denied by the City. We had been told that major equipment purchases have been put on hold.

Due to the need for additional social distancing, several more staff and equipment moves have taken place. In addition, some phones were reconfigured in order to provide sufficient call coverage while the Library building is closed to the public.

In order to accommodate the Cable Television Department's equipment installation, it was necessary to remove and rearrange servers in the racks. In addition, the gateway server that was dedicated to the café's payment processor connection has been temporarily shut down. Additional moves are planned.

In anticipation of our intention to make laptops and mobile hotspots available for circulation, we have been looking into how to best catalog the circulating bundle, as well as trying to identify suitable, resilient laptops for purchase. While there are some excellent prices available at this time, quantities are limited to one or two per order.

	Database	Database Uses	% Use	User Sessions
1	hoopla	152	15.76%	115
2	Online Tutor	124	12.86%	88
3	Kanopy	82	8.50%	67
4	RBdigital Video (AcornTV)	57	5.91%	47
5	lynda.com	54	5.60%	50
6	ConsumerReports.org	50	5.18%	46
7	LearningExpress Library	39	4.04%	26
8	Freegal (Music Downloads)	38	3.94%	34
9	RBdigital Magazines	33	3.42%	26
10	TumbleBooks	30	3.11%	21
11	Freading	28	2.90%	20
12	Ancestry Library Edition	25	2.59%	16
13	ReferenceUSA	18	1.86%	18
14	New York State Newspapers	17	1.76%	10
15	Kanopy Kids	15	1.55%	14
16	Open Library	15	1.55%	15
17	medici.tv	14	1.45%	11
18	Qello	13	1.34%	12
19	IndieFlix	12	1.24%	11
20	Free Music Archive	12	1.24%	12
21	Academic OneFile	12	1.24%	11
22	Project Gutenberg	10	1.03%	9
23	Foundation Directory Online Professional	10	1.03%	9
24	Comics Plus - Library Edition	9	0.93%	9
25	Britannica School	8	0.82%	8

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