

MONTHLY REPORT

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Subject: Monthly Activity Report – December 2020

It was discovered early in the month that no one is able to access our website, <https://whiteplainslibrary.org/>, via the Sprint/T-Mobile cellular network. This is confirmed to be the case whether using a phone or a mobile hotspot on that network. It is especially ironic given that we circulate hotspots that use the Sprint/T-Mobile network, and as such our patrons are unable to access our website using them. The problem has also been confirmed by someone in California on a listserv who reported that he is unable to access our site. The connection simply times out. Although the issue has been escalated with both Tierpoint, our internet service provider, and Sprint technical support, it is still unresolved as of the end of the month.

After my purchase request for a new server had been denied by City Hall, we were fortunate to have had a server donated to the Library. While it is a used server, it is more powerful than any we have currently in use. It is also about six years old, which is only two years older than our newest server. The “new” server has been physically installed in server room rack, and we are waiting for an order of solid state drives to arrive for it in order to complete installation. Due to current circumstances, such orders must now go through a review process with the Information Technology Department before being approved, and consequently are delayed in fulfillment.

Beginning around 11:30am on Saturday, the 12th, staff reported server errors when trying to access the Evergreen ILS. Certain functions such as checkout were found to still be available although one could not conduct a search of the catalog using the staff client. Service was reportedly restored by 1pm.

On the morning of Monday, the 28th, our website was inaccessible due to our primary gateway server having crashed. Estimated downtime was about 15 minutes. The server recovered on its own after two reboot attempts. It should be noted that this occurred with our newest server that we have in operation (approximately four years old).

In conjunction our director, Brian Kenney, and the City Cable Television Department director, Jim Kenny, I have been engaging in exploratory discussions regarding how we are to use the funds available through a grant from Altice to the City. The grant is in the amount of \$100,000. Possibilities include the installation of a high tech Zoom studio with streaming capabilities through the City Cable Television channel, a portable outdoor projection system, and something known as an [Iglloo immersive workspace](#). The quote for installation of the latter was unfortunately \$17,000 over budget. I have requested a quote for a scaled down version which uses only three projectors rather than four. We are also involved in discussions with two other audio/visual consulting and design firms regarding the project.

With regard to website statistics, the number of user sessions was down by 56% over what was seen in December 2019. Database resource usage was also down over the same time period by about 30%. We can only speculate as to the reasons for the dramatic decrease: the use of dedicated mobile apps such as Libby, Hoopla, RBDigital and OverDrive would certainly eliminate the need to access those resources through our website, and patrons may have also directly bookmarked them to achieve the same direct access. Below is the list of the 25 most popular resources based on the number of clicks they received.

	Database Use Details	Database Uses	% of Total	User Sessions
1	hoopla	123	14.94%	103
2	RBdigital Video (AcornTV)	101	12.27%	83
3	Online Tutor	65	7.89%	51
4	Kanopy	55	6.68%	42
5	lynda.com	54	6.56%	48
6	Freegal (Music Downloads)	46	5.58%	43
7	ConsumerReports.org	46	5.58%	39
8	RBdigital Magazines	34	4.13%	32
9	Ancestry Library Edition	32	3.88%	25
10	LearningExpress Library	25	3.03%	19
11	TumbleBooks	24	2.91%	21
12	ReferenceUSA	20	2.43%	16
13	Freeding	20	2.43%	19
14	IndieFlix	19	2.30%	14
15	medici.tv	17	2.06%	15
16	Kanopy Kids	12	1.45%	11
17	Foundation Directory Online Professional	11	1.33%	8
18	NoveList Plus	11	1.33%	11
19	AcornTV (Direct Link)	9	1.09%	9
20	Qello	9	1.09%	8
21	Comics Plus - Library Edition	8	0.97%	7
22	Academic OneFile	7	0.85%	6
23	Project Gutenberg	7	0.85%	7
24	Open Library	6	0.72%	5
25	Fine Arts and Music Collection	6	0.72%	3

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