

MONTHLY REPORT

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Subject: Monthly Activity Report – January 2021

In anticipation of a planned password reset for Evergreen staff passwords scheduled for the 10th, on the 5th I contacted the WLS Helpdesk in order to obtain a list of the passwords in advance of the reset so as to distribute them and avoid any downtime for staff. This resulted in the passwords being reset prematurely that same day. The new passwords were quickly distributed to staff that day.

Access to <https://whiteplainslibrary.org/> through the Sprint/T-Mobile cellular network was restored as of the 12th after upgrading our gateway server to fix some firewall issues. The problem had been discovered early in December.

Our Verizon FiOS gateway connection failed on two occasions during the month: on the 8th and on the 21st. Our gateway servers exhibited no issues both times. It was found that recycling power to the FiOS equipment restored service on both occasions. It is unknown whether the equipment itself was at fault or whether a network outage resulted in the equipment requiring a reboot. It should be noted that we have no access to the ILS when this connection fails, as it is the only one authorized for access to Evergreen by WLS.

We ordered 10 laptops for our anticipated laptop/hotspot circulation program. The model laptop chosen for the program is an Acer Enduro. It features military specification ruggedness, has a touchscreen and also doubles as a tablet. It will have Windows 10 Professional as its operating system which is currently being configured. Unfortunately, we only received four of the 10 we had ordered.

Our intranet server, wppdev.org, had undergone a security update which resulted in compatibility problems. It resulted in an outage on the 21st which was fixed within the hour. At the same time, the autorenewal problem with its security certificate was fixed. This server provides our helpdesk ticket system as well as a form for staff to submit a COVID-19 health check survey.

We have been actively pursuing ways in which to best utilize a large grant from Altice. One of the ideas very much under consideration is to convert Meeting Room A into what is called an [lgloo](#), an immersive workspace which could lend itself to a variety of applications. In addition to the fantastic presentations possible with it, hybrid meetings—both virtual and physical—are possible such that meetings can be made available to patrons both in person and virtually at the same time. Virtual field trips to museums, world monuments, etc. would also be one of the many possibilities with such a space.

With regard to website statistics, 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 Online Tutor	178	14.11%	164
2 hoopla	163	12.92%	135
3 RBdigital Video (AcornTV)	123	9.75%	103
4 Kanopy	115	9.11%	81
5 ConsumerReports.org	61	4.83%	53
6 Ancestry Library Edition	55	4.36%	51
7 lynda.com	54	4.28%	47
8 RBdigital Magazines	35	2.77%	32
9 Freading	35	2.77%	29
10 LearningExpress Library	33	2.61%	32
11 ReferenceUSA	33	2.61%	20
12 TumbleBooks	29	2.29%	28
13 Project Gutenberg	26	2.06%	21
14 Free Music Archive	22	1.74%	21
15 medici.tv	19	1.50%	18
16 Kanopy Kids	18	1.42%	15
17 Freegal (Music Downloads)	17	1.34%	16
18 Comics Plus - Library Edition	16	1.26%	14
19 IndieFlix	15	1.18%	13
20 Open Library	14	1.11%	14
21 Academic OneFile	13	1.03%	12
22 AcornTV (Direct Link)	9	0.71%	7
23 Qello	9	0.71%	8
24 Kids infoBits	7	0.55%	7
25 Thomas Register	7	0.55%	7

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