

MONTHLY REPORT

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Dept. Library Systems

Subject: Monthly Activity Report – April 2021

Circulating Laptop/Hotspot Bundles

The [laptop/hotspot bundle items](#) have been finalized for circulation, cataloged, a staff procedure drafted and they are expected to circulate following the first week of May. There had been a problem in restricting circulation to White Plains cardholders only, but it has since been corrected.

Registration for Online Programs

It was discovered that if Zoom registration was enabled for an online program, that the registrant would receive a message advising them to direct questions regarding the program to the email address on record for the Zoom account holder. Two of the Zoom accounts have unmonitored email accounts associated with them, and as a result any messages sent by patrons to them would not have received a response. We have since found a way to edit the email address for each program so that the Library program coordinator would receive such inquiries.

Altice Grant and Igloovision

In order to accommodate the installation of an [igloo immersive workspace](#) in meeting room A, a quote for needed electrical work was obtained. It amounts to \$9,200. The work includes some re-routing of electrical and network connections, running network cable from the ceiling to the closet and providing network and electrical connectivity in the ceiling and in the closet where the media server will be installed.

Training for Staff in Providing Remote Support

In preparation for the reopening of the Hub public access computers, a training session is being developed for staff to learn [Zoho Assist](#) which will allow them to remotely provide support to patrons at Hub computers. Zoho Assist will also be used by Systems staff so as to provide remote support to patrons who borrow circulating laptops.

WLS Evergreen Test Server Inaccessible

In advance of a May 5th upgrade to the Evergreen ILS, WLS made available a test server with the new version so that staff could familiarize themselves with it prior to the upgrade. Unfortunately, it was inaccessible to those libraries who are now off of the WLS network (including us). A ticket was submitted to the WLS Helpdesk but the issue was never resolved.

Staff Computers

Eight of our Hub public access computers are being finalized to replace older staff systems. With their integrated webcam and microphone, they are well-suited for conducting online programs. The eight computers chosen are actually of a slightly different model than the rest of the 34 total Hub computers. It is expected that when we do reopen the Hub for public access computing, it will not be at full capacity, so this was the most logical solution to provide staff with necessary upgraded equipment during this period of budgetary restrictions. All other staff are being provided with webcams.

Below are our most popular database resources in the month of April based on the number of clicks on our website:

Database Use Details	Database Uses	% of Total	User Sessions
1 Online Tutor	245	17.18%	220
2 hoopla	116	8.13%	93
3 RBdigital Video (AcomTV)	106	7.43%	96
4 LearningExpress Library	84	5.89%	69
5 lynda.com	74	5.18%	61
6 TumbleBooks	69	4.83%	64
7 ConsumerReports.org	57	3.99%	51
8 Ancestry Library Edition	45	3.15%	39
9 Kanopy	32	2.24%	31
10 RBdigital Magazines	25	1.75%	22
11 ReferenceUSA	25	1.75%	23
12 Open Library	22	1.54%	21
13 Freeding	21	1.47%	17
14 IndieFlix	19	1.33%	17
15 Comics Plus - Library Edition	17	1.19%	16
16 Britannica School	16	1.12%	15
17 Qello	15	1.05%	14
18 Free Music Archive	14	0.98%	14
19 Foundation Directory Online Professional	13	0.91%	13
20 TV News Archive	12	0.84%	12
21 Kanopy Kids	12	0.84%	12
22 Project Gutenberg	12	0.84%	12
23 Academic OneFile	11	0.77%	11
24 AcomTV (Direct Link)	11	0.77%	11
25 Computer Database	11	0.77%	9

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