

By: John Lolis

Dept. Library Systems

Subject: Monthly Activity Report – June 2021

Evergreen Authentication Problems

Around midday on the 11th, both staff and patrons were experiencing problems signing into Evergreen. The problem lasted for two to three hours, and it did not appear to affect staff who were already signed in. It also impacted the ability for patrons to sign in to gain remote access to our database resources.

Evergreen Staff Password Reset

The WLS Helpdesk has provided us with a procedure that allows staff to reset their own Evergreen ILS passwords. The procedure is rather complicated, as it takes place in Microsoft's Azure cloud service outside of Evergreen. Evergreen in turn is updated with the new password in an automated back-end process. While the procedure may be complicated, it is a far improved process over the manual distribution of passwords, as has been done until now.

Circulating Laptop/Hotspot Program

This program was launched on the 1st and has been going very well, with virtually no problem reports regarding their use. We decided to purchase software known as [Reboot Restore Rx](#) and install it on the laptops. It allows Systems staff to very quickly restore a laptop to its original configuration, thereby erasing any trace of previous patron activity. Prior to the use of this software, it would take approximately two hours to effect this. The process now only takes a matter of minutes.

Reopening of Public Access Computing in The Hub

On Tuesday the 22nd, five of our Hub public access computers were once again made available to patrons. They have been made available to all WLS cardholders in good standing; however, guest passes have not been made available due to the limited number of computers. For that reason, session availability has also been reduced to one session per day with a maximum session length of one hour, and no time extensions.

In order to provide technical support to patrons while maintaining social distancing, staff have been trained in the use of a chat client known as [Tidio](#). With it, patrons can request support without the need to call or visit the Hub desk. Staff have also been trained in the use of [Zoho Assist](#), a cloud-based service that allows remote control of a Hub computer should that be necessary. Conference Room 6 has been set up for staff to take shifts in providing this support.

The Altice Grant and IglOOvision Installation

We are *still* awaiting the disposition of the grant from Altice, the funding from which is to allow us to have an [IglOO immersive workspace](#) installed in Meeting Room A.

Website and Database Resource Statistics

Compared to a year ago, the month of June saw a 47% decrease in remote database resource access, not surprising given the state of things early in the pandemic last year. Despite that, usage in June was up about 15% over usage in May of this year. While database usage is down from what it was last year, website use is about 24% higher compared to the same time period. Below are our most popular database resources in the month of May based on the number of clicks on our website:

	Database Use Details	Database Uses	% of Total	User Sessions
1	hoopla	175	9.98%	135
2	Online Tutor	148	8.44%	134
3	Kanopy	89	5.07%	81
4	LearningExpress Library	74	4.22%	63
5	lynda.com	73	4.16%	66
6	Ancestry Library Edition	62	3.53%	52
7	TumbleBooks	56	3.19%	49
8	ConsumerReports.org	53	3.02%	49
9	ReferenceUSA	39	2.22%	33
10	Freeding	37	2.11%	33
11	Comics Plus - Library Edition	36	2.05%	32
12	Project Gutenberg	34	1.94%	31
13	medici.tv	29	1.65%	26
14	Open Library	28	1.59%	25
15	Kanopy Kids	26	1.48%	23
16	Free Music Archive	26	1.48%	22
17	RBdigital Video (AcornTV)	25	1.42%	17
18	Freegal (Music Downloads)	25	1.42%	22
19	Britannica School	24	1.36%	23
20	Kids infoBits	22	1.25%	21
21	Driving-Tests.org	21	1.19%	20
22	TV News Archive	19	1.08%	19
23	Foundation Directory Online Professional	17	0.97%	17
24	Fine Arts and Music Collection	16	0.91%	14
25	United Way 211 Hudson Valley Region DB	14	0.79%	14

###