

MONTHLY REPORT

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Subject: Monthly Activity Report - October 2021

- Two websites hosted by WLS—1bookwestchester.org and conversations.westchesterlibraries.org--were found to be inaccessible from the Library; however, they could be accessed from outside the Library network. It was found to be due to WLS' routing restrictions that requires Library access to those resources to route through the WLS network. It necessitated a change to our internal DNS (Domain Name Service) so it provides the correct internal addresses to which to route.
- Tutor.com, which provides online one-on-one assistance to students, was unavailable during the first week of October due to their inability to validate card numbers. Service was restored on the 6th.
- On the 9th, patrons were unable to authenticate for remote access to database resources due to the SIP2 (Standard Interchange Protocol) being unavailable on the Evergreen server. Also affected were self-check and eCommerce systems as well as our public computer session management system. The issue was resolved by the Evergreen hosting provider, Equinix, about four hours later
- As of the 1st, the secure web certificate provider Let's Encrypt—a non-profit organization that provides free web certificates--no longer supports certain older operating systems and browsers, most notably any version of Apple iOS earlier than iOS 10. Both WLS and the ebook provider, OverDrive, use Let's Encrypt certificates on their websites, and patrons using an iOS version earlier than iOS 10 or even older Windows browsers will receive a warning that the site is not to be trusted. One can proceed despite the warning.
- Remote access to our website has increased a tremendous amount over the past two months as compared to the same time period last year. We had 74,008 user sessions in October, a 219% increase over what we had last year at this time which was 23,222. This upward trend was also seen in September when we had 61,522 user sessions. There was no significant change in remote database resource usage over that of last year or that of last month. The 25 most popular resources appear on the next page.

<i>Database Use Details</i>	<i>Database Uses</i>	<i>% of Total</i>	<i>User Sessions</i>
1 Online Tutor	100	8.84%	72
2 lynda.com	98	8.67%	73
3 LearningExpress Library	88	7.78%	64
4 ConsumerReports.org	67	5.92%	58
5 hoopla	60	5.30%	57
6 ReferenceUSA	50	4.42%	44
7 TumbleBooks	44	3.89%	35
8 Ancestry Library Edition	43	3.80%	36
9 Kanopy	34	3%	33
10 Freading	27	2.38%	26
11 Comics Plus - Library Edition	23	2.03%	23
12 Business Insights	20	1.76%	19
13 Creativebug	20	1.76%	20
14 TV News Archive	19	1.68%	19
15 Britannica School	18	1.59%	18
16 Project Gutenberg	17	1.50%	17
17 Open Library	17	1.50%	16
18 NYS Historic Newspapers	17	1.50%	14
19 Free Music Archive	16	1.41%	16
20 Driving-Tests.org	16	1.41%	16
21 United Way 211 Hudson Valley Region DB	15	1.32%	15
22 medici.tv	14	1.23%	14
23 Foundation Directory Online Professional	13	1.15%	13
24 Kanopy Kids	12	1.06%	12
25 MedlinePlus Español	11	0.97%	11
Total	1,130	100%	1007