

# MONTHLY REPORT

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**Dept.** Library Systems  
**Subject:** Monthly Activity Report - December 2021

- Due to non-use, we have uninstalled the Tidio chat client from our Hub adult public access computers. We also uninstalled the Zoho Unattended Access agent from them for the same reason. Both had been installed to help avoid close social contact; however, patrons were not using the chat client to request help, nor did we have a need to remotely access a Hub computer with Zoho in order to provide help. As for the latter, Systems staff can still use VNC (Virtual Network Computing) in order to remotely access Hub computers to provide assistance; it just lacks some additional features that Zoho provides.
- On the 20<sup>th</sup>, it was discovered that our web server was responding very slowly and could no longer communicate with the Evergreen server for patron authentication with respect to remote access to our database resources. The cause of the problem was found to be a newly installed backup VPN service on the gateway server that handles Evergreen traffic. The VPN service—which allows remote access to the Library network--was uninstalled, and service was restored.
- We were informed by WLS that our current Optimum broadband connection as provisioned by them is due to be removed in January, as was previously agreed. The cost will be much less for us to directly purchase the service, hence the decision to cancel the service through WLS. While we could rely solely on our Verizon FiOS broadband service going forward, our ever increasing bandwidth needs combined with the need for a backup gateway supports the decision to directly pay for this existing additional broadband service.
- The Library network is being reviewed and will undergo an overhaul in an effort to both streamline performance and improve security. The need for a dedicated gateway for the café plus the change in our aforementioned Optimum broadband connection are two factors that further support the need for this.
- As we have seen over the past months, the number of remote user sessions to our website continues to show enormous increases in usage over the same period last year. There were 77,231 user sessions recorded in December, a 262% increase over the number of user sessions for December 2020, 21,332. As of yet, I am unable to determine an overriding reason for the enormous and continuing increase; however, I will review the list of search robots that are excluded from reporting, as they definitely inflate access numbers if they are not excluded. New searchbots appear from time to time, and it is only through a tediously manual scan of the web server access log that they can be identified and marked for exclusion, as there is no definitive list of all known searchbots. More on this next month...

The 25 most popular database resources appear below. Ironically, the most popular resource this month based on the number of user clicks was LearningExpress Library, the subscription to which is discontinued by WLS as of 31 December. As an alternative to it, patrons are being encouraged to use [Tutor.com](http://Tutor.com) and [FirstFind.org](http://FirstFind.org) which offer some of the services LearningExpress Library offered.

	<b>Database Use Details</b>	<b>Database Uses</b>	<b>% of Total</b>	<b>User Sessions</b>
1	<b>LearningExpress Library</b>	101	7.48%	83
2	<b>hoopla</b>	99	7.33%	91
3	<b>ConsumerReports.org</b>	94	6.96%	77
4	<b>TumbleBooks</b>	69	5.11%	61
5	<b>ReferenceUSA</b>	67	4.96%	56
6	<b>lynda.com</b>	58	4.29%	54
7	<b>Online Tutor</b>	58	4.29%	52
8	<b>Ancestry Library Edition</b>	57	4.22%	50
9	<b>Kanopy</b>	45	3.33%	42
10	<b>Creativebug</b>	38	2.81%	33
11	<b>Free Music Archive</b>	34	2.52%	32
12	<b>medici.tv</b>	31	2.29%	30
13	<b>Business Insights</b>	26	1.92%	24
14	<b>Project Gutenberg</b>	25	1.85%	25
15	<b>Comics Plus - Library Edition</b>	24	1.77%	24
16	<b>Freeding</b>	23	1.70%	23
17	<b>Britannica School</b>	22	1.63%	22
18	<b>Open Library</b>	22	1.63%	21
19	<b>Kanopy Kids</b>	20	1.48%	20
20	<b>TV News Archive</b>	18	1.33%	18
21	<b>Driving-Tests.org</b>	16	1.18%	15
22	<b>Criminal Justice Collection</b>	15	1.11%	9
23	<b>Foundation Directory Online Professional</b>	13	0.96%	13
24	<b>Press Reader</b>	11	0.81%	10
25	<b>MedlinePlus Español</b>	11	0.81%	11

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