

MONTHLY REPORT

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Subject: Monthly Activity Report – April 2022

- On the morning of Friday the 22nd, WLS reported computer and network issues affecting those libraries still relying on them for computer support and network connectivity. We and the few libraries who opted to be off their network were not yet experiencing any issues; however, patrons at this time were unable to sign in to Libby or OverDrive. as they were receiving a "server overwhelmed at this time" error message.

WLS later reported that there had been an attempted ransomware attack on their network that was said to have been thwarted by security measures. As a precaution all staff were told to reset their passwords within 14 days or else their account would be disabled. This was actually in error, as we only needed to *change* the password. As a result, during the next several days, a few staff were unable to log into Evergreen due to their accounts being locked by the system. For those staff, the WLS Helpdesk had to re-enable their accounts.

- Regarding the [Igloo immersive workspace](#) in Meeting Room A, the installation has been rescheduled for the last week in May. The delay is due to a supply chain problem in securing the window blind.
- The WLS app--both the iOS and Android versions--continued to have problems after a patron reported an inability to place a hold in March. Additional issues included an inability to search at times and an inability to add a card number to the app. While no status regarding the problem was reported by the WLS Helpdesk, the app appeared to work properly by the end of the month.
- While the Library was closed on Good Friday, April 17th, I made some network changes in advance of the café reopening to support their new merchant payment processing system. Upgrades to several servers were also performed on this day, as well as the installation of an upgraded replacement web server.

- **Monthly Electronic Resources Statistics**

Access to our database resources was down by about 50% compared to the same month last year, the same decrease seen for March. In-Library database use is naturally higher than it was a year ago (by about 140%), but that is to be expected since we had increased the number of public access computers since that time. Remote access on the other hand, is down by over 50% compared to last year. Despite this, the number of user sessions on our website has increased by almost 94% over the same time last year.

The 25 most popular database resources appear on the next page. Note that although our subscription to Learning Express Library had been discontinued as of the first of this year, there are apparently those who still try to access it through our link. Although a link to it no longer appears on our website, patrons may try to access it through a bookmark.

	Database Use Details	Database Uses	% of Total	User Sessions
1	hoopla	79	9.62%	58
2	Ancestry Library Edition	71	8.64%	50
3	ConsumerReports.org	67	8.16%	49
4	ReferenceUSA	43	5.23%	36
5	Online Tutor	39	4.75%	34
6	Kanopy	39	4.75%	31
7	TumbleBooks	35	4.26%	26
8	Academic OneFile	33	4.01%	23
9	lynda.com	29	3.53%	25
10	LearningExpress Library	23	2.80%	16
11	Business Insights	19	2.31%	14
12	Comics Plus - Library Edition	18	2.19%	16
13	Freeding	15	1.82%	11
14	Open Library	15	1.82%	14
15	U.S. Northeast Newspapers Digital Microfilm	14	1.70%	9
16	Religion and Philosophy Collection	13	1.58%	6
17	World History Collection	12	1.46%	10
18	Free Music Archive	11	1.33%	10
19	Military and Intelligence Database	11	1.33%	6
20	Health Reference Center Academic	11	1.33%	6
21	medici.tv	10	1.21%	9
22	Britannica School	10	1.21%	8
23	Opposing Viewpoints in Context	10	1.21%	4
24	Educator's Reference Complete	10	1.21%	5
25	Environmental Studies and Policy Collection	10	1.21%	5

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