

MARINet Systems Report for October 2020

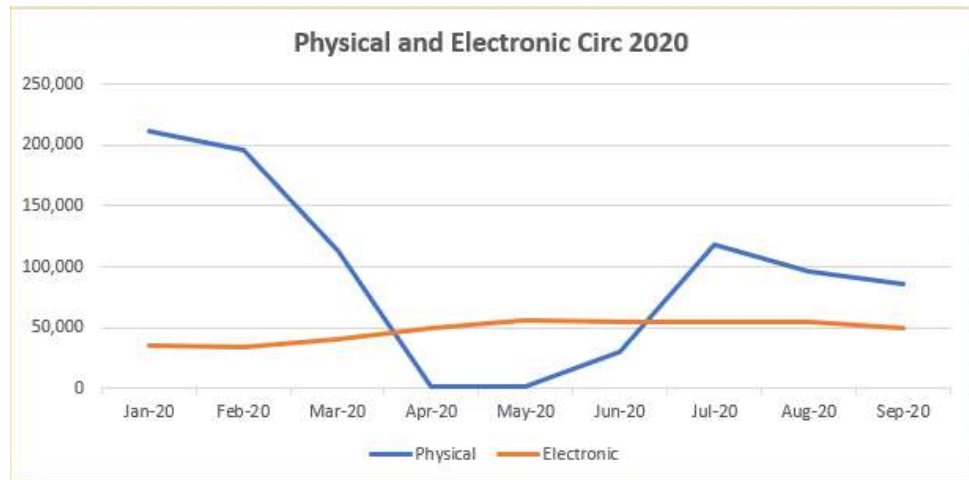
- Daniel McMahon and Jessica Trenary



Sierra

- **Circulation**

Physical item circulation has Outpaced e-book/e-audio circulation once again.



Circulation through curbside services has reached 42% of last year's regular service levels. This is the 2020 circ compared to the same months in 2019.

Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20
92.79%	95.96%	49.45%	0.68%	0.80%	13.32%	50.49%	42.92%	42.09%

Of the 122,000 items checked out when libraries closed March 14, only 22,917 of them are still checked out, or 19 percent.

- **Overdue Notices & Bills**

We still are not planning on running overdue notices or bills very soon. The CWG on Oct. 8 was unanimous about the patron confusion these would cause, and they feel that they have messaging under control with just courtesy notices going out. (And auto renewal is helping.)



- **Outage**

We had an outage of the main line from Los Gatos to Sunnyvale on Oct. 5. It went down at 12:45 a.m., and we reported it to Cenic's NOC around 830 am. Within an hour it was back up, and apparently it was something that also involved several other library systems in the Bay Area. This is very

rare for this line to go out, but it also seemed to shut down the local parts of the network, libraries couldn't reach the data center.

On Sept. 17 we had an outage just at MCFL. Our firewall was OK, we never did find out which device was down. But we did find out something from this outage. At Novato Library, Daniel Avalos connected laptops to Sierra with mobile hot spots, since MARINet was up and on the Internet, so they were able to do normal circulation instead of offline circ for their curbside services that day.

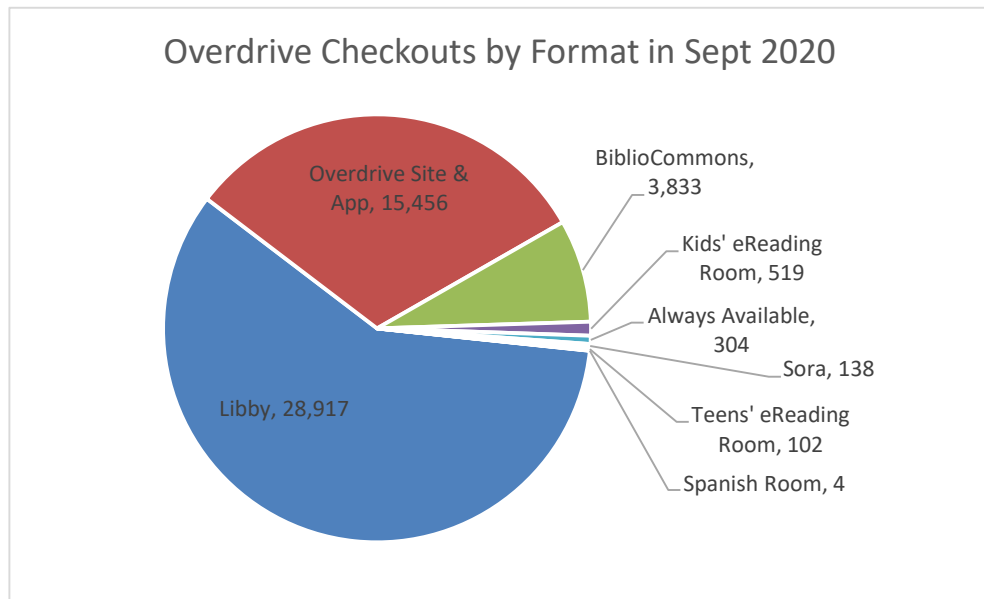


Overdrive

- **Checkouts by Format**

Libby continues to be the main source of Overdrive checkouts. Overdrive plans to continue to support the Overdrive app, but more development and features will be added to the Libby app.

Sora continues to grow as new schools are added. The Reading Rooms - curated monthly by Giao (MARINet) - the Always Available Room, and Spanish add to the check-outs. Unfortunately, the front page – curated by Mildred (MCFL) – is not broken out, but included in the Libby count. It is obvious by looking at the front page those lists are very popular. By the end of the month, most of the lists are completely checked out.



Security

- **Hacking & Elections**

It's pretty clear from the news as well as our server logs that hacking attempts are at unprecedented levels, and against every local government and especially the elections departments. There are two goals of this wave of hackers: 1. Disruption, either by sending emails from other people's

servers, or by shutting down systems with ransomware. Or 2. Financial gain, also using ransomware or blackmail for confidential data.

Our only enticing target now is the Communigate Pro software we used to run our email lists on. It's still in use as a mail relay for all the forms and scripts we have running, and a replacement is being built right now, which will run Postfix mail over Ubuntu, which is much more secure. The outgoing server was bought for AquaBrowser in 2008 or 2009, and runs Server 2012, which is also out of support.



Working Groups

- **CWG (Oct. 8, 2020)**

The group reaffirmed that they aren't ready for us to resume overdue notices and bills, not until at least November. We should check with them again next month. They discussed the workload of curbside, and the comparable efficiency of the staff time spent on curbside as opposed to what will be needed to permit safe browsing. This group sounds busy enough that we should delay our Sierra upgrade for a month, just to not overload anyone right now. We talked about school card projects and how to code the cards. One more patron type won't stress people out too much, but we'll try to use the existing "department" field data first, since MCFL populated their school projects that way.

- **DRWG (Sept 15, 2020)**

The group discussed the Newsbank (Bay Area newspapers) trial and EBSCO's new partnership with Prenda (coding). The group also began talking about universal borrowing inside MARINet and with patrons outside of the County. They reviewed the database and Overdrive stats, as well as the Overdrive budget/spending.

---dtm/jet 10/9/20

MARINet RFID Project								
Initial estimates Oct. 6, 2020 based on Lori Ayre's report								
item	Number	Price/ea.	Cost					
Book Tags	950,000	\$0.12	\$114,000.00					
Disc Tags	57,000	\$0.45	\$25,650.00					
Staff Stations	300	\$1,200	\$360,000.00					
Express Lane	36	\$1,300	\$46,800.00					
TOTAL			\$546,450.00					
	Plan A	Plan B	Plan C					
	by Cost Sharing	By Collection Size	By detailed counts					
BET	\$26,529.69	\$31,378.83	\$26,247.44					
COM	\$18,813.80	\$40,032.29	\$11,825.64					
DUC	\$21,220.45	\$58,173.10	\$17,066.80					
LRK	\$25,321.72	\$21,388.20	\$11,316.88					
MCFL	\$273,816.78	\$225,056.39	\$159,156.84					
MVY	\$41,580.75	\$61,060.22	\$36,982.56					
SAN	\$27,593.04	\$23,708.20	\$10,723.00					
SAU	\$18,966.29	\$25,564.49	\$17,165.80					
SRPL	\$92,607.47	\$60,088.28	\$39,459.00					
TOTAL	\$546,450.00	\$546,450.00	\$329,943.96					
	CSF 20-21	by CSF	CollSize	by CollSize				
BET	4.85%	\$26,529.69	5.74%	\$31,378.83	BET			
COM	3.44%	\$18,813.80	7.33%	\$40,032.29	COM			
DUC	3.88%	\$21,220.45	10.65%	\$58,173.10	DUC			
LRK	4.63%	\$25,321.72	3.91%	\$21,388.20	LRK			
MCFL	50.11%	\$273,816.78	41.19%	\$225,056.39	MCFL			
MVY	7.61%	\$41,580.75	11.17%	\$61,060.22	MVY			
SAN	5.05%	\$27,593.04	4.34%	\$23,708.20	SAN			
SAU	3.47%	\$18,966.29	4.68%	\$25,564.49	SAU			
SRPL	16.95%	\$92,607.47	11.00%	\$60,088.28	SRPL			
TOTAL	100.00%	\$546,450.00	100.00%	\$546,450.00	TOTAL			

By exact collection size and equipmnet counts			(Yellow box is verfied count)						
	Items (10/20)	Staff Stations	Expr Lanes*	I-cost	S-cost	E-cost	Total		
BET	57,062	14	2	\$6,847.44	\$16,800	\$2,600	\$26,247.44	BET	
COM	68,547	3	0	\$8,225.64	\$3,600	\$0	\$11,825.64	COM	
DUC	111,390	2	1	\$13,366.80	\$2,400	\$1,300	\$17,066.80	DUC	
LRK	43,474	4	1	\$5,216.88	\$4,800	\$1,300	\$11,316.88	LRK	
MCFL	431,307	70	18	\$51,756.84	\$84,000	\$23,400	\$159,156.84	MCFL	
MVY	125,688	15	3	\$15,082.56	\$18,000	\$3,900	\$36,982.56	MVY	
SAN	48,525	3	1	\$5,823.00	\$3,600	\$1,300	\$10,723.00	SAN	
SAU	52,215	8	1	\$6,265.80	\$9,600	\$1,300	\$17,165.80	SAU	
SRPL	113,825	15	6	\$13,659.00	\$18,000	\$7,800	\$39,459.00	SRPL	
TOTAL	1,052,033	134	33	\$126,243.96	\$160,800	\$42,900	\$329,943.96	TOTAL	