

# Consortial Reports

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## CARLI/I-Share

No report.

## Cooperative Computer Services (CCS)

- CCS and Planeteria are finalizing functionality and content on the new [ccslib.org](https://ccslib.org), expected to launch the week of October 11. Kathleen Weiss is working on a style guide to complement the website, which will apply to all print and digital properties.
- Sarah Keister Armstrong will deliver training on creating effective surveys to CCS staff this fall.
- CCS staff Bob Barth and Rachel Fischer continue working on a prototype dashboard to assist libraries with diversity audits. After initial testing, the dashboard will need to be moved from Google Data Studio to Tableau.
- Biz Lindsey-Ryan spoke at the July Governing Board meeting on the importance of collecting disaggregated data and creating an inclusive experience. As librarians, we tend towards controlled vocabularies. To that she noted, “While using the limited categories is best for data analysis, it is not best for people and their experience. If the overall goal is to better serve a more diverse group of folks, you may inadvertently get further from this goal by having folks not feel seen in the process.” As a result of this process, we will implement two fields to collect race and ethnicity data for participating libraries—a free text field and a drop down.
- CCS is using funds from the RAILS Equity, Diversity, and Inclusion Training grant to present a series of programs related to collection development and analysis. Thank you to RAILS for partnering with CCS on this series. So far, the events have had great reach within the CCS community and beyond.
  - [Building Accessible Library Collections for Individuals with Disabilities](#) presented by Renee Grassi was held on August 26<sup>th</sup>. 130 attendees
  - [Developing Responsive Collections for LGBTQ+ Patrons of All Ages](#) presented by Dr. Jamie Naidoo was held on September 15<sup>th</sup>. 119 attendees
  - Auditing Your Collection for Diversity and Inclusion presented by Sophie Kenney, Katie Almendinger, and Cathy Mori is scheduled for October 18<sup>th</sup>.
  - Building African American, African, and Caribbean Collections presented by Ron Gauthier, Melissa Grammont, and Terri Corbin-Hutchinson is scheduled for November 15<sup>th</sup>.
  - A fifth webinar on the topic of poverty will be presented by Dr. Christina Dorr on December 6<sup>th</sup>.

## Pinnacle Library Cooperative (PLC)

- Pinnacle continues to participate in Innovative's development partner program for Vega Discover. We have set up a preliminary test environment for internal testing and training. A consortium-wide task force has begun meeting regularly to discuss our steps for implementation.
- In August, Pinnacle upgraded the ILS to Polaris 7.0. The new upgrade includes new features to facilitate working with holds in bulk and preliminary Technical Services functions in Leap, the web-based version of the ILS.
- In response to RAILS' announcement that it will be discontinuing support for the SHARE Illinois program, Pinnacle libraries will also move away from this service at that time. Our libraries continue to encourage InterLibrary Loans through OCLC.
- We are still in the process of filling the part-time Member Services Librarian position.

## PrairieCat

- PrairieCat held our virtual PUG Days conference from 9/14-9/24 this year. Again, due to COVID concerns, the conference was held online over several days. Over the course of two weeks, we had 13 sessions on topics ranging from patron engagement after COVID, programming, planning, and ILS-specific topics, among other things. This year, we had 413 attend our various sessions, and another 196 have accessed the recorded sessions as of 10/1. We have found through feedback surveys that, although there is a desire to return to in-person sessions, there is also a case to be made for a hybrid conference solution going forward. We are seeing some attendees who previously couldn't attend able to take part due to the virtual platform.
- We continue to partner with Innovative Interfaces to assist with development of their new Vega patron engagement suite of software. PrairieCat has formed a team of member representatives who are working with Innovative staff to provide feedback and insight as the development progresses. In addition, we have established a Vega Discover server to test the discovery layer software and introduce it to membership. I hope to shortly have members approve a contract that will allow us to bring Vega online as an upgrade to our current Encore discovery layer, potentially with go-live in January or whenever the vendor's work on consortia features is finished.
- PrairieCat will hold our annual Resource Sharing summit on Oct. 21. This year, we will meet to discuss the potential for funding add-value software initiatives to provide new and enhanced tools for increased patron engagement. We'll discuss our collective interests and needs, learn about options and tools for "PrairieCat Plus", and develop a possible management structure or added membership level. Summit attendance is open to all levels of staff participation from member libraries. This year, the summit will be held at Faranda's Banquet Center in Dekalb.
- Our Mobile app is entering the second year of the contract, and more members have signed up to participate. Member satisfaction with the Capira/OCLC product remains high.
- We continue to advertise for our vacant System Coordinator position, vacated by Jeffrey Sullivan on his retirement in July.

## Resource Sharing Alliance NFP (RSA-NFP)

- RSA's staff has fully settled into the new East Peoria facility, though most staff are still primarily working at home.
- RSA decommissioned two legacy reporting products, Director's Station and Web Reporter. Web Reporter cleanup included recreating and scheduling 250+ reports in BLUEcloud Analytics as well as recreating about 50 additional reports libraries enjoy using on an ad hoc basis. All RSA reporting outside of End of Month and notices is now completely moved into BLUEcloud Analytics.
- RSA's new support website, now hosted by a 3<sup>rd</sup> party vendor rather than in Enterprise, is well underway. We've selected color schemes, overall template looks, a multi-faceted navigation scheme, and more, and are working to finish up about half a dozen page layout templates for content display. We've reconstituted our RSACat committee and added the RSA Support Site to their plate. They started meeting monthly in August. We hope to have the initial version of the site live by the end of the year with some content. RSA staff will be reviewing and recreating much of the content on our current site to ensure it's all up to date and relevant. Lots of member meetings and feedback will be required to fully flesh out the new site.
- Ransom Memorial Library has gone live for both checkouts and holds in RSA.
- RSA will continue to support SHARE Illinois barcodes with other consortia who also continue to support this legacy sharing method. We'll need to have an email conversation among consortia directors to figure out who else will continue supporting these users. Once that's figured out, we'll remove all other SHARE barcodes from our system.

## Rock River Library Consortium (RRLC)

No report.

## System Wide Automated Network (SWAN)

### Information security assessment

SWAN is moving forward with an information security audit of its services. Library directors approved an amended SWAN budget to spend \$37,000 of reserves to have Sikich complete the security assessment.

The goals of this assessment are the following:

- Determine applicable security threats and their potential impact to SWAN
- Adopt an industry-recognized framework when approaching security, configuration, and policy.
- Ensure compliance with applicable legal frameworks such as COPPA (Children's Online Privacy Protection Act) and SOPPA (Student Online Personal Protection Act)
- Pass on knowledge to membership with recommendations on assessing and managing vulnerabilities
- Benchmarked against National Institute of Standards and Technology (NIST) Special Publication (SP) 800-171

- Requirements for protecting the confidentiality of controlled unclassified information
- Non-federal information systems and organizations
- Indicate the inherent risk of maintaining that information

Reasons for the security assessment include:

- Ransomware, phishing, and hacking attempts are on the rise year-after-year
- Threats are no longer limited to malware
- Attacks are far more sophisticated - it boils down to exploitable vulnerabilities, whether it's an unpatched system, weak password, or over-trusting person
- 80 million documented ransomware attempts were in June 2021 alone
- Not just big businesses being targeted, but managed service providers, healthcare, education, and government entities are common targets
- Hackers are seeking valuable, personally identifiable information (PII)

Boston Public Library was [subject to a cyberattack](#) on Wednesday, August 25, 2021. Their circulation, 3<sup>rd</sup> party authentication, and BiblioCommons user account access was unavailable for 7 days as the investigation and restoration of services took place.

### Book club kits: KitKeeper Pilot



Book Club Kit prepared for RAILS Delivery with locked bag and luggage tag

SWAN is pilot testing the KitKeeper software by Plymouth Rocket to allow Book Club kits to circulate on a scheduled basis within the consortium. Book Club kits could be shared throughout the consortium as complete kits via a reservation system.

KitKeeper is a standalone subscription resource with no integration with the library services platform. Thus, any circulation, transit, or billing transactions must still take place SWAN's provided platform. However, library staff can reserve kits months in advance through KitKeeper, as well as determine future availability. Bundling complete kits removes the requirement of placing multiple holds on a title and assembling/preparing those pieces from libraries across SWAN.

Previously, Book Club Kits were restricted to local transactions and their usage managed via spreadsheets by authorized staff only. KitKeeper will empower front line staff to reserve kits. The software also opens the door for more standard procedures that allow us to share kits across the membership and work collectively to add complete titles to the kit collections.

### User record maintenance

We are completing work on an automated process for removing inactive users. This change is a step towards monthly user record removal, versus an annual purge of inactive users. Patron record removal applies only to our public library members. This process involves verifying various 3<sup>rd</sup> party integration to the library services platform will update the last activity date of the library user record. Examples of this include OverDrive users checking out e-books, or users conducting research via the SWAN provided OpenAthens proxy system. Libraries will receive automatic emails to a secure analytics portal to review user records qualifying for inactive removal.

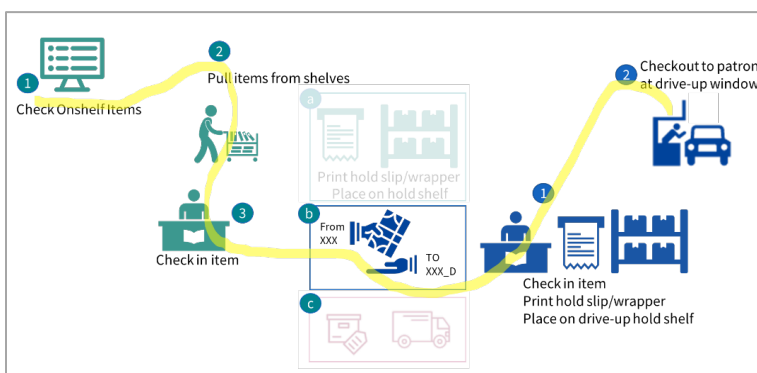
### National Change of Address

SWAN provides a National Change of Address (NCOA) update via a contracted secure, record update process with Unique Management Services. After the monthly patron record removal process has been confirmed, the process of verifying address and updating will begin. We hope to have the data verification and update completed by the end of the year. Patrons with address changes identified via NCOA will not have a change in status reflected as part of the process. Instead, libraries will have between 2-3 months to review and update these patron records before we mass update these users' status which will block some library services. For the 2021 NCOA processing, we will be adding geo-location tags to qualifying user records.

### Library lockers & drive-up window processing

One trend that has accelerated because of the pandemic is the adoption of library lockers. These systems are now in use at Oak Park, Villa Park, and Downers Grove libraries. SWAN has worked closely the vendors and libraries to integrate the use of these lockers for 24/7 retrieval of requested material, equipment, or any items that the library is providing its community.

The other trend emerging from library facility renovations are the addition of drive-up windows. The recently renovated St Charles Public Library District reopened with a new drive-up window. Geneva Public Library's new library also included the addition of a drive-up window. SWAN and library staff worked to design a material processing workflow that allows library users to specify their desired pick-up location as a personal preference, which library staff then respond to in preparing those requested items for pickup at their specified pickup site.



Drive-up window as a "pseudo" library branch

### SOPPA – Student Online Personal Protection Act

Effective July 1, 2021, school districts in Illinois are required by the Student Online Personal Protection Act (SOPPA) to provide additional guarantees that student data is protected when collected by educational technology companies, and that data is used for beneficial purposes only (105 ILCS 85).

One of SWAN’s members is a K-8 school district and is required to adhere to SOPPA. As an educational partner and technology vendor to Bensenville School District #2, SWAN is required to comply. Working with the Bensenville Schools District #2 and the Bensenville Public Library, SWAN has submitted an IL-NDPA (Illinois version of the National Data Privacy Agreement). This agreement is an agreement between Bensenville School District #2 and SWAN as the original agreement. Other districts working with SWAN can “piggy-back” on this agreement. All SWAN member libraries are listed as entities with access to our shared data.

### New discovery catalogs

The Illinois library resource sharing consortia are in the process of deciding on new catalog discovery platforms.

Library consortia	Current Public Catalog	Future Public Catalog	Mobile app
<b>CCS</b>	PowerPAC	In Ill Development Partner Program for Vega Discover	Library choice
<b>Pinnacle</b>	PowerPAC	In Ill Development Partner Program for Vega Discover	Library choice
<b>PrairieCat</b>	Encore	In Ill Development Partner Program for Vega Engage	Capira (library opt-in)
<b>Rock River</b>	TLC LS2 PAC		
<b>RSA</b>	Enterprise		Solus/BLUEcloud Mobile
<b>SHARE</b>	PowerPac	investigating options	Solus
<b>SWAN</b>	Enterprise	moving to Aspen Discovery	Solus/BLUEcloud Mobile (all) & library choice
<b>CARLI</b>	Primo VE (recently switched to)		

Some questions for discussion:

1. What has your experience been within the software development for the new public catalog?
2. Which features are of most value to your group?
3. Are there costs or commitments to purchase?