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# Consortial Reports

## CARLI/I-Share

No report.

## Cooperative Computer Services (CCS)

### Office Move

CCS has relocated to 100 Tri-State International. Governing Board will be held in-person at the new location in August 2023. Library staff committee meetings will alternate between in-person and virtual based on each group's preference.

### Warren-Newport

CCS is onboarding Warren-Newport Public Library (WNPL). We are currently training library staff and engaged in data testing. WNPL will go live over Labor Day weekend.

### Innovative Updates

#### Polaris Server Migration

Innovative required that CCS Polaris servers be migrated to a new environment. Several issues seemed to result from the server migration, which have been mitigated.

#### Notices

CCS will likely be moving to MessageBee in the next month, pending Executive Committee approval. Innovative has no immediate plans to resolve text messaging delivery.

#### Google Analytics 4

CCS is working with members to update Google Analytics in PowerPAC to GA4.

### Documentation Refresh

Member Services staff are refreshing Polaris documentation.

### 2024 Goals

CCS staff engaged in a multi-step ideation process to set goals for 2023-2024. Long Range Planning has recommended the following to Governing Board:

- Replace outdated text messaging service
- Formalize succession planning for CCS staff
- New member addition
- Consider consortium-wide Find More Illinois membership
- Continue Vega Discover Development Partner Program
- Expose Polaris policies and optimize updates
- Analyze patron use of online catalog

- Move to ACH and Integrated Payables
- Virtualize CCS Domain Controller

### Recent CCS Staff Presentations

- *PowerPAC Adjustments: Easy Changes, Big Results* - IUG Presentation co-authored by M.Landers, Matt Hammermeister (Pinnacle) and Debra Wischmeyer (May 12)
- *Conquer Your ILS Upgrade* - IUG Presentation, M. Landers (May 13)
- R. Fischer presented on [Homosaurus](#) for the [Critical Approaches to Libraries Conference](#) 2023 (May 25)
- R. Fischer [presented](#) at a WILIUG session called “You want me to look where for what?” This was a session on training manuals. The other presenters included Katie DuClos and Christina Theobold. (June 2)

### Pinnacle Library Cooperative

Our Member Services Librarian, Julie Perenchio, has resigned to accept a position at Elmhurst University. Her position has been posted.

On May 1, we launched MessageBee for all six libraries. This product now handles all SMS and voice notifications from the ILS for all members. Email notifications are still handled by the ILS, but we've been making progress with PatronPoint to send enhanced notices for three libraries.

Our auditor for the last several years, Brian Zabel & Associates, is moving away from government audits. After an RFP process, the Pinnacle Governing Board has selected Lauterbach & Amen as its new auditing firm.

Matt attended the Innovative Users Group annual conference in Phoenix in May. This was the first time this conference was back in-person since the pandemic, and despite being noticeably smaller, was still a great opportunity to connect with colleagues throughout the country. Pinnacle and CCS presented a session on customizing the catalog.

### PrairieCat

PrairieCat has received notification that Winnebago Public Library's board voted to join the consortium at the fully participating level. We look forward to adding another member in the Winnebago County area. Work on this project will begin shortly after the IGA is approved by our Delegates Assembly at their July 26 meeting.

PrairieCat just launched our new, upgraded website. PrairieCat worked with Cherry Hill, a Drupal website developer and hosting service provider, to completely redesign our support site. Ongoing improvements will be made as we move forward.

Three members of PrairieCat staff attended the first Alliance for Library Impact mini conference on June 21<sup>st</sup> at the Chicago Public Library. The ALI was founded recently by library consultants Amanda Standerfer (Fast Forward Libraries) and Cindy Fesemyer ([Fesemyer Consulting](#)). Their mission statement reads: **“We bring library-support organizations together to discover the people and resources they need to best serve their member libraries.”**

As of 7/1, PrairieCat has almost completely removed our IT infrastructure from RAILS IT infrastructure. We do retain a minimal server presence in the RAILS data center, however that will be eliminated in the coming year as we move the remainder of our assets to cloud hosted solutions. PrairieCat staff are now working completely remotely, however RAILS has been generous to allow us to retain use of flex office space in both the Coal Valley and Bolingbrook buildings, and to store files and some minimal equipment at the Coal Valley location. Our office address will remain at the Coal Valley location, and we will continue to receive mail there. RAILS has also allowed us to continue to receive cataloging materials at the Bolingbrook location, for periodic pickup by our cataloging staff.

PrairieCat is offering two Zoom training sessions in July that will focus on gathering IPLAR statistical data. To gather the data, we'll use 4 PrairieCat-supplied reports (with tips to isolate your library's data) and 1 Decision Center report that you will need to run for your library. These sessions are useful for all PrairieCat public libraries, whether you're fully participating, basic online, or union list! These sessions will only cover the Sierra-specific data, not 3<sup>rd</sup>-party data such as OCLC, Overdrive, or eRead Illinois statistics.

The specific IPLAR questions that will be answered are:

- 16.1 through 16.5 (Registered Users)
- 17.1 through 17.6d (Resources Owned)
- 18.1 through 18.10 (Resources Used)
- 18.16 through 18.17 (Interlibrary Loans)

The first session on **Tuesday, July 11<sup>th</sup> at 10:30 a.m.** will be a demonstration only and will take approximately 45 minutes to an hour. This session will be recorded and made available on TalentLMS.

The second session on **Friday, July 14<sup>th</sup> at 10:30 a.m.** will be a workshop format and participants will have the opportunity to follow the steps and gather their library's statistics. This session will take approximately 1 to 1-1/2 hours. This session will not be recorded.

## Resource Sharing Alliance NFP (RSA-NFP)

Kendal was out with a medical condition starting mid-May.

We welcomed Antony Deter, former Director of the Dixon Public Library, as our new Operations Manager in early June. His first days coincided with RSA staff returning to the office one day a week for team building and project work.

We upgraded our BLUEcloud Analytics system to a private server to gain control over users, and access to features only available to non-shared servers.

## RRLC (Rock River Library Consortium)

We held our quarterly meeting in April. Members voted to withdraw the Center for Change library from the consortium after receiving a request from the principal. He requested the withdrawal after an influx of students to his school and needing the librarian and the space for classrooms. We also voted to remove St. Andrews Grade School after sending a certified letter to the principal requesting information on the position and whether it would be filled in the fall. The principal responded that the position would be a paid one and filled by the fall. Fellow board members searched the school's webpage to see if they had posted the position online. Finding that while other open positions were listed, no listing for

the library job was on the website. The board members believed the principal was not serious about filling the position and voted to have them withdrawn from the consortium. Titles, items, and patrons for both schools have all been removed from the database as of the end of June.

Members also voted on a new logo for the consortium. Antony Deter, Dixon Public Library Director, worked with a local company to produce the logo. There is also a change in leadership for the Dixon Public Library as Antony has resigned.

The logo was designed in several digital formats, orientations, and in the color palette selected and black & white. This makes the design workable for many applications. See design below.



Members voted to continue to offer Press Read for the public libraries and Gale databases for the Junior High through High School libraries. New this year, the consortium voted to sign a three-year contract with MyLibro for Junior/Senior high schools and public libraries. MyLibro is an all-in-one mobile solution which is customizable for each library, connects to our TLC (The Library Corporation), Overdrive, allows patrons to schedule curbside pickup, meeting rooms, connects them to events/programs via the calendar and the library's every important social media accounts. Also, allows libraries to send text messages to patrons if they have an account about current happenings at the library ex. Closures due to weather. The purchase of Press Reader, Gale databases and myLibro are the result of the funds the consortium receives from RAILS (Reaching Across Illinois Library System). Thank you!

## System Wide Automated Network (SWAN)

### Enhanced Notifications with MessageBee Now Live

The new service for all 100 libraries went live on June 27<sup>th</sup> with notifications managed under MessageBee, through Unique Management. SWAN staff completed the branding and design of automated email notifications for materials requested and borrowed. Library staff underwent training on the MessageBee portal to learn how to customize the notification, run usage reports, and schedule special event promotion. Each library has language preferences for English, Spanish, and Polish. The impact of the MessageBee service will be tracked using metrics on the return rate of materials as noted by libraries that have moved to enhanced notifications, such as Brooklyn Public Library.

### Addison Public Library

The Addison Public Library migration project is entering the "data profiling" phase, which means the bibliographic, item, user, and checkout data will be extracted and mapped to SWAN's library services platform data structure.

Addison has a service population of 36,942 and an operating budget of \$5.4 million. The library would become the 5<sup>th</sup> largest contributor to the consortium, similar to Downers Grove Public Library, and become our 101<sup>st</sup> library.

The circulation go-live is planned for November 2023.

### Security Initiatives

The SWAN Information Technology and Systems Support team has security initiatives underway to harden the security on our systems and protect personally identifiable information.

#### Managed Detection and Response: Project Underway

While SWAN has endpoint security protection and monitoring/logging configured across our infrastructure, the number of logs generated is tremendous and our monitoring requires tuning to reduce the signal-to-noise ratio and provide relevant information. The time required to properly harden our environment far exceeds not only the staff time, but simply the knowledge of the cybersecurity world to ensure SWAN's users and data remains as secure as possible.

Arctic Wolf is a cybersecurity provider offering Managed Detection and Response (MDR) solutions. Their service provides an umbrella of protection for SWAN by means of a physical device connected at our base network level, which monitors all activity throughout our infrastructure. This is then transmitted to Arctic Wolf's Security Operations Center (SOC) where it is analyzed by their system using Artificial Intelligence and Machine Learning to develop an understanding of our 'normal' behavior. Any unusual behavior is then flagged and further investigated. Once automated processing finds a confirmed anomaly, it is then sent to their 24x7 team of two security engineers for final confirmation of malicious activity. Arctic Wolf's MDR solution will provide us with this additional level of security, but also significantly reduce the staff time involved through effectively contacting information security experts.

We will begin implementing the service starting in mid-July.

#### CollectionHQ Secure File Transport Protocol (SFTP) Migration

We are in the process of working with CollectionHQ to secure our scheduled exports. Currently, they're transmitted via FTP. SirsiDynix has begun to offer a free upgrade of the Symphony FTP report to use Secure FTP.

#### Transport Layer Security: SIP2 Migration

The use of the SIP2 protocol within the library software market means any services offered by libraries or library consortium will be exposing personally identifiable information of our library cardholders. SWAN has been working to switch vendors to secure, encrypted data transport which effectively "wraps" the SIP2 protocol within a secure layer. The vendors now using secured, encrypted connections to our systems are the following:

- OverDrive
- Hoopla
- Comics Plus
- Kanopy

If other consortia are interested in TLS SIP2, please feel free to contact us for discussion on the methods SWAN is utilizing for this initiative.

### Open-Source Software Success for Libraries

SWAN co-hosted an event with ByWater Solutions on June 23<sup>rd</sup> at DePaul University Loop Campus, as

part of a pre-conference for the ALA 2023 Conference in Chicago. The event registration was free and included presentations and speakers involved with library owned projects such as the [Palace Project](#), [Evergreen Open ILS](#), [Aspen Discovery](#), [Koha Library Software](#), among others. Speakers included representatives from the consortium, Colorado Library Consortium and SAILS Library Network, and libraries Cuyahoga County Public Library and Nashville Public Library, plus the non-profit Lyris.