

Joint Automation Council
MVLS/SALS Joint Automation Project
November 9th
9:30 am
At SALS
Minutes
Revised

Present: Eric Trahan, Alex Gutelius, Guin Forshey, Devon Hedges, Kari Kakeh, Michele Largeteau, Christine Connell, Erica Wing

Attended Virtually: Tim McDonough

Excused: Sara Dallas, Terry Pavoldi, Mary Salluzzo

Guest: Rebecca Darling, Trevor Oakley, Sharon O'Brien, Jill Ryder, Jack Scott

Project Managers Report – Michele reported:

PC orders

- Orders have been placed for the 2022 end of year group PC order. This was a very large order with 111 PCs and 18 laptops. When the items arrive, new images will need to be created before they are delivered.
- We have not yet decided if we will put Windows 11 on the new PCs. It will depend on testing and time.

Telecom billing change status

- All telecom billing has been changed to the libraries except for the Frontier line at RAQ. Chris is trying to work with Frontier on this (they are very difficult). It was scheduled once and they cancelled 1.5 hours before the appt because they weren't ready
- Scheduled for 11/8 – Chris traveled to RAQ for a 12-5 window and Frontier did not show up. They called SALS at 7:30 pm to say they would not make it

Waiving fines

Jason worked with Polaris and trainers – overdue and manual fines were waived overnight on 8/23/2022 for all libraries who are fine free

All MVLS libraries, 14/15 SALS libraries

One-time charge of \$1000 to Polaris

Polaris upgrade / Another migration

- The Polaris upgrade to version 7.3 was completed overnight on 11/1 and circulation and LEAP were available by 7:15am on 11/2. PAC and report customizations were completed shortly after. Jason did an excellent job planning and implementing the upgrade with very little interruption to the member libraries. This was the first Polaris upgrade that Jason was solely responsible for.
 - Lots of LEAP features, some bug fixes, Windows 11 support
- Trainers provided information to libraries before the upgrade. There was not enough to need an Operations meeting.
- There are a few outstanding issues that Jason is working on.
- We have been contacted by Polaris staff about doing another server migration. They have discovered an issue with the software running in the background of the servers that affects performance. They would like to migrate our servers to correct this problem. We are asking questions to get more information before we schedule.
- This migration should be less complicated (not changing IP addresses or needing to reload Polaris icons)

Phishing training

- Chris reviewed several companies and we are recommending KnowBe4
 - We are working out the details for purchasing.
 - The thought is that we would make it required for new users and all users annually (similar to the Security Policy). We will need to work out the details.
 - It includes other security awareness trainings that we could also provide.

Cyber liability insurance

- JA has helped several libraries fill out applications (all different) and answered questions about cyber insurance
- While working with one library I was in contact with an agent from Upstate Agency in Glens Falls. He has agreed to do a cyber liability insurance presentation to answer questions from libraries and trustees. It will be offered in person and virtually. Sara and I are working on scheduling and will announce when we have a date. We are thinking of having in it the evening to make it easier trustees to participate.

- This agent has confirmed that MFA is one of the most important requirements. We have MFA for Polaris, but it is not turned on for Email and OneDrive. It can be turned on individually. But for SALS/JA to get coverage we may need to turn it on system-wide. The best solutions for MFA with O365 are using an app on your smartphone, texts, voice call or alternate email. We've had questions about MFA and personal devices. Chris is investigating hardware tokens as a possible solution for staff who do not have or do not want to use a personal cell phone.

Other projects

- In August we looked into PatronPoint for GLE / also did a demo of Starter LX (part of Vega – now available with our upgraded version of Polaris for free – it is a way to generate more modern looking notices)
- SCPL – provided assistance to the county for VoIP phones at the library branches / Working with staff to install services network for timeclocks and alarm systems
- Reviewing Polaris permissions – the current permission levels were determined in 2005 and Sharon and I would like to review them and update them
- Building – AMS, COB, BOL, ROT, STI
- One of our two virtual servers was replaced as it was out of warranty - This required a fair amount of work for Chris to be able to have both virtual servers at the same operating system version in order for server replication to work properly. We have two virtual servers with replication which allows for redundancy in case of a server failure.
- User account cleanup
 - The firewall effectively blocked a four-hour attempt at access to our VPN (virtual private network) connection over a weekend. Chris monitors these types of attempts and assured that no access was gained. The VPN is used for JA staff for remote access to the network and servers, and for a few staff for remote access to Polaris. During COVID some member library staff were given remote access either via the VPN, or external LEAP in order to continue to provide services to their patrons. In keeping with the Remote Access Policy (part of the MVLS/SALS Security Policy), access should only be given as necessary for a staff person to do their job. The system

trainers did an audit of VPN and external LEAP access and access was updated accordingly

- Investigating replacing PGP encryption software for SALS business office
- Future – SCP RFID replacement

Council Chair Alex Gutelius called the meeting to order at 10:05 am.

The minutes for the July 13, 2022 JA (Joint Automation) Council meeting were approved as presented. Motion: Eric Trahan; Second: Devon Hedges . Ayes: All; Nays: None.

Financial reports for July, August, September, and October, 2022 were reviewed and received for audit. Motion: Devon Hedges; Second: Guin Forshey. Ayes: All; Nays: None.

Payment Warrants for July, August, September, and October, 2022 were reviewed and received for audit. Motion: Eric Trahan; Second: Devon Hedges. Ayes: All; Nays: None.

Committee Reports

Finance: No report.

- Eric Trahan reported budget amendments. Motion: Eric Trahan; Seconded: Devon Hedges. Ayes: All; Nays: None.
- The 2023 Draft Budget was presented. The JA Council voted to approve the draft budget and to send it to the SALS and MVLS boards for formal approval. Motion: Committee. Ayes: All; Nays: None.
- The annual fee discussion meeting will be held virtually on December 14 at 9:30

Policy: No report.

Operations: No report.

Old Business—none

New Business

2023 Meeting Dates

- January 11th @ MVLS
- March 8th @ SALS

- May 10th @ MVLS
- July 12th @ SALS
- September 13th @ MVLS
- November 8th @ SALS

The meeting was adjourned at 10:17 am. Motion: Devon Hedges; Second: Kari Kakeh. Ayes: all; Nays: none;

The next meeting of the JA Council will be January 11th, 2023.