MVLS/SALS Joint Automation Project
Third Party IT Ad Hoc Committee Meeting June 4th, 2024, 2:00 PM

Present (All attended virtual): Valerie Acklin, Donald Flinton, Chris Mundell, Justin Spraragen, David MacFarland, Thomas Schlatter, Jason Thomson, Kimberly Zimmer.

Excused: Michele Largeteau

Council Chair: Valerie Acklin called the meeting to order at 2:00 PM.

David MacFarland asked if it was ok to record the meeting for the purpose of recording the minutes. There were not objections to the recording.

Meeting discussing the potential use of third-party IT services for managing and supporting the network and PCs at libraries.

Introduction
Valerie Acklin, the director of Gloversville Public Library, introduces herself and sets the context for the meeting. She emphasizes that this is a safe space for open discussion and that they need to reach conclusions relatively quickly as requested by JA.

Third-Party IT Services The primary focus is exploring whether third-party IT services should manage and support the network and PCs that access JA services.

PCs: Don Filton stated it is fairly innocuous if a 3rd party configured PC as long as JA did the final setup of Polaris. David MacFarland raised that Don was only talking about Staff PCs. Public PCs have a more complicated setup, Cassie connects to Polaris and non-Cassie Public PCs have hundreds of custom settings to protect patron privacy. Chris and Valerie discussed that the cost and availability of 3rd parties could be limiting.

Network: Don stated that the network almost has to be configured and managed by JA for security reasons.

Policies/ Requirements: Valerie and Don discussed having an authorized list or criteria for third parties.

Models Used by Other Library's: Valerie discussed experience with a hybrid model in the Nassau library system. Valerie asked downstate libraries about their IT plan and polices she did not receive it yet. She did some exploring and found some, she will share them at a later date. Chris discussed the different geography and limited resources in certain areas including travel expenses for 3rd parties. Valerie agreed, but would like to offer the option if a library wished to pursue. Kimberly talked about municipal libraries like SCP and how they handle their IT services. Chris and Valerie discussed the value in seeing what other municipal libraries do for IT.

Implications of Multiple Entities Sharing IT: Valerie discussed that there will be implications of 3rd party access and if that risk is worth it. Valerie stated it is not feasible to ditch JA, but changing policy from JA only tight parameters to JA 3rd party sign- off is something to explore. Chris and Jason shared that there are significant concerns about security, particularly regarding patron data. Third-party access to this data needs careful consideration and potential legal safeguards including proper cyber insurance coverage. There is potential for finger pointing in the case of a security breach.

Cyber Liability: Valerie asked if 3rd parties should be required to have cyber liability**.** Chris talked about any third-party involvement should come with strict contracts outlining security policies and response times to maintain service quality and protect patron data. David talked about a breach effecting the whole system. Chris talked about JAs cyber liability insurance covering any breach at JAs level including Polaris database, but that does not cover libraries individual PC data.

Proof Of Expertise: Valerie asked if it is possible to come up with a list of things we would ask of 3rd parties. Tom stated that pervious library experience should be required. David talked about different certifications, A+, Network +. Valerie asked if certifications should be by a case-by-case basis. Chris talked about requirements

SCP county IT has. Valerie requested the list to be review to see if it would be relevant.

Valerie indicated It's clear that more discussions will be needed to finalize recommendations.

A motion was made to adjourn at 1:59 PM. Everyone agreed and a follow up meeting will be schedule via availability after another doodle pool.

June 4th, 2024

David MacFarland