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MVLS/SALS Joint Automation Project
Third Party IT Ad Hoc Committee Meeting June 18th, 2024, 2:00 PM

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

Council Chair: Valerie Acklin called the meeting to order at 2:08 PM.

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

Systems with similar Policies

Valerie stated she could not find any systems with similar scale and structure to JA. Therefor it would be difficult to compare other systems policies. That some 3rd party participation might not be bad if it was controlled. Although it is reiterated that network control needs to stay within JA.

Recommendation of 3rd Party Requirements

The idea of having an approved list of third-party vendors was discussed but recognized as potentially impractical. Instead, establishing qualification requirements for third-party vendors was considered.

Chris discussed Fedramp requirements- this is what SCP uses to evaluate 3rd party venders, but it is mostly aimed at cloud services. SOC2 and ISO27001 are 2 major compliance standards, but may be limited in 3rd parties with these certifications.

Michele offering to consult with a cyber liability agent for clarity.
A checklist for libraries to ensure third-party qualifications was proposed to maintain data security and service standards.
It was agreed that vendors should have valid experience and certifications, but requirements should not be too restrictive.

3rd Party Service and Incident Response Policy

Michele highlighted the importance of standard configurations provided by JA and questioned the practicality of mixing third-party and JA services.
Michele mentioned existing documentation on minimum and recommended hardware and configuration requirements,
Dave and Michele discussed instances where public computers were configured by non-JA personnel and placed on a wireless network to avoid security risks.
There were concerns about libraries using non-JA PCs and the implications for network security and patron data protection.
Michele questioned whether specific support boundaries should be established between JA-supported and third-party-supported computers.
Val mentioned that currently, there's no crossover, but if introduced, it could complicate accountability.
The idea of keeping each support group within their own "sandbox" was proposed to avoid confusion and finger-pointing.
Justin raised concerns about third-party software like Cassie needing access to the Polaris database, which would involve handling patron data.

Alternative Solutions
For lower cost hardware Dave suggested Chromebooks for public use, though challenges with customization and patron satisfaction were noted.
Val talked about donated PCs being used for libraires looking to low-cost solutions.

Vender Contracts

Val raised the need for standard contracts or agreements to ensure third-party vendors adhere to patron data confidentiality and security.
Michele suggested including cyber liability insurance, confidentiality clauses, and service level agreements in such contracts.
There was consensus on developing boilerplate language for these contracts to assist libraries.

Next Meeting
Justin asked a question in the chat about practicality of one vendor support PCs without network access. We will discuss this at the next meeting due to time.

A motion was made to adjourn at 2:15 PM. Everyone agreed and a follow up meeting will be schedule via availability after another doodle pool.

June 18th, 2024

David MacFarland