

MVLS/SALS Joint Automation Project
Third Party IT Ad Hoc Committee Meeting July 2nd, 2024, 3:00 PM

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

Not in attendance: Kimberly Zimmer and, Justin Spraragen.

Council Chair: Valerie Acklin called the meeting to order at 2:59 PM.

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

Network and 3rd Parties

Again, it was discussed that network control stays with JA.

Justin's question about 3rd parties setting up PCs without having network access was discussed. It was determined that every scenario would differ and would need to be looked at case by case, in some cases JA can add PC MAC addresses if provided. In other cases, where a server is involved with DHCP access running SIP with Patron information it poses a high risk give out that access.

Don talked about when they had their phone system redone, the vendor needed access to our network. They were allowed to do the work; JA was here helping them.

Establishing Qualifications List For 3rd Parties

Val talked out having a procedure to bring potential 3rd parties to JA for review Michele talked about developing a list outside of the meeting for minimum qualifications for JA to consider a 3rd party. The library would need to have some kind of a legal agreement with the company including response time assurances, spare parts, cyber liability insurance, and follow JA policies including JA PC recommendations.

What Problem Are We Trying to Solve?

Michele talked about how PC cost was brought up at the last meeting as an issue. Some solutions to that include: providing loaners so the library could get on a cycle where they're only replacing for example 1 a year instead of 5 at once.

Sometimes the systems can assist. Dave talked about having JA look more into Chromebooks or other lower cost solutions.

Val mentioned libraries having the option to go with 3rd parties so they would not be constrained to JA, but understood there are security concerns with opening up access.

It was decided by all attendees to come up with a list of findings reported below.

3rd Party Ad Hoc Meetings Findings

The committee finds that third party IT could be considered with these requirements:

- Joint Automation maintain control of the networks
- Joint Automation should develop a list of requirements for qualifications to ensure vendors are qualified, with Joint Automation Council final approval
- Require third party cyber liability insurance
- Joint Automation would agree to look at these requests on a case-by-case basis, with the determination in a timely manner
- Follow Joint Automation PC requirements and recommendations, and network rules
- Require a contract to include response time and service agreements

A motion was made to adjourn at 4:00 PM.

July 2nd, 2024

David MacFarland