



## SWAN Technology User's Group Meeting

RAILS Burr Ridge ~ 125 Tower Drive, Burr Ridge IL 60427

March 21<sup>st</sup>, 2019 10 A.M.

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### Meeting Notes

1. Call to Order and Welcome
2. Introductions
  - a. Updates to the IT Team
3. SWAN IT System Updates
  - a. Azure/Infrastructure Migration Project Debrief
    - i. *MobileCirc in Offline was discussed – it is not currently supported by SWAN due to several bugs with the platform*
  - b. Downtime Report
  - c. Volume Email Service
4. Transit Slip Project
  - a. *Can you copy/print multiple per sheet? It will print to the label printer. You'll need to ensure to set the correct printer settings to ensure size is correct.*
  - b. *Please do not tape slips to transited materials!*
  - c. *At what point does the timeout issue occur? This issue is related only to logging in to support site with L2 credentials.*
  - d. *If possible, turn down one corner of the label to make label removal easier.*
5. Update on BLUECloud Mobile Implementation
  - a. *Is this a unified app, or an individual app? It will be in the app store as SWAN, but you can select your library and it will present library appropriate branding.*
6. SWANx2019: The SWAN EXPO
7. Open Forum Discussions

- a. Experience with mobile app platforms
  - i. *Libraries present at meeting with mobile apps (MTS, GED, FRS, CSD, LGS)*
  - ii. *Will statistical reports be available for BC Mobile to see how many active users a particular library has? Not known at this time*
- b. How do you manage IT projects?
  - i. *Microsoft Excel, Trello, Asana, 2-Plan noted. Ticket system, isupport, also utilized.*
- c. SNMP monitoring tools
  - i. *PRTG, The Dude, RapidFireTools, and Solarwinds acknowledged.*
- d. Open discussion
  - i. *Discussion of new tagging projects (SCD)*
  - ii. *Discussion of VR development within libraries*
  - iii. *Discussion of Group Policies in Windows 10*
  - iv. *Discussion of screen viewing/remote support clients (Panda, GoToMyPC, Teamviewer, etc)*