



**SWAN Technology User's Group Meeting**  
Oak Brook Public Library ~ 600 Oak Brook Rd, Oak Brook IL 60523  
September 19<sup>th</sup>, 2019 10 A.M.

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**Attendees:**

Arellano, Marcos, Stickney-Forest View Public Library District

Burton, Marcia, Maywood Public Library District

Byrne, Mike, Blue Island Public Library

Gallardo, Charity, LaGrange Public Library

Halter, Joe, Glen Ellyn Public Library

Hays, Laura, Carol Stream Public Library

Kissel, Laura, Crestwood Public Library District

Murgas, Andrew, Matteson Area Public Library District

Parker, Terry, Tinley Park Public Library

Radomski, Rafal, Forest Park Public Library

Sporleder, Christine, Bloomingdale Public Library

Valentine, T Ross, Batavia Public Library District

Wojnic, Julia, Frankfort Public Library District

Steven Schlewitt, SWAN

Rudy Host, SWAN

Michael Szarmach, SWAN

**Meeting Minutes**

1. Call to Order and Welcome
2. Introductions

### 3. System Updates

- a. Downtime report – No system downtime during June 1 – September 19, 2019
  - i. Steven displayed chart of Enterprise downtimes

Steven talked about Organization-wide Initiatives

- a. investigation into BC R&D
- b. Continued with Clarity Task Force
- c. Enhanced & Dynamic Curriculum of Training
- d. Analysis of Holds & Related Symphony Configuration
- e. Simplified Library Statistics
- f. Potential New Libraries

User Experience Initiatives

- g. Usability research on Enterprise, BC Mobile, e-resource purchases, Mobile Friendly Enterprise, Redesigned patron site

Steven displayed slide with Information Technology Initiatives over the next year: Security, Stability, Analytics, In-house Development, Auto-Dialer Replacement

### 4. In-House Development Initiatives

- a. Rudy discussed and demonstrated the Patron Email Status Tool (Swan SS go to Help > Patron Email Status)
- b. Patron self-registration – Rudy discussed.
  - Options being explored
    - i. Basic duplicate checking
    - ii. Address validation
    - iii. Immediate access to electronic resources/databases
    - iv. Basic eligibility

Question about time frame: No hard date set, but sometime next year.

Also in development by Rudy

- a. Holds Management
- b. OHM/Project X
- c. Web Services- based Self Checkout

- d. Raspberry PI OPAC – There was expressed interest in this. Time frame probably not until late next year.
  - e. “Missing Pieces” materials database.
5. Microsoft Licensing
- a. SWAN’s audit experience
6. Security Corner
- a. URGENT/11 vulnerabilities
  - b. SonicWall End-of-Life Upgrades discussed
  - c. External Vendor Authentication; Laura from CSD said she received an email from Lynda.com and they’re examining their security after hearing from libraries.
  - d. SIP2
  - e. User Group Updates: RFID
7. SWAN Community Forums
8. Open Forum Discussions
- a. Software and hardware resellers – noted resellers of Provantage and Newegg. Receipt printers was also discussed. Steven asked if anyone didn’t have the carriage return option configured, no one spoke up.
  - b. Barcode scanners
  - c. Recycling old electronics
  - d. Question regarding Twillio relating to SendGrid. Mention of a phishing scam one library encountered. Rudy mentioned that there was a huge data breach recently (unrelated to any specific service) which is possibly the reason. Rudy mentioned he uses Spycloud which informs the user if they’ve been breached.

SWAN RFID is October 31 at 10 AM

SWAN Technology User Group Thursday, March 26, 2020. Location TBD