SWAN Technology
Users Group

Thursday, March 29th at 10am
RAILS Burr Ridge
Steven Schlewitt, SWAN IT Manager
Meeting Agenda

• SWAN System Update
  • Downtime Report
• Update on SWAN Technology Projects
  • OS Upgrade/Cloud Migration
  • New 19 Migration
• Everything Integrated (Ian Nosek)
  • How your vendors connect with SWAN
• Microsoft Tech Summit (Rudy Host)
  • Windows ATP
• Security Discussion
• Open Forum Discussions
System Downtime Report (October 1\textsuperscript{st} – March 28\textsuperscript{th} )
WorkFlows/Symphony Server

October 8\textsuperscript{th} (2 hours, unplanned, after-hours) • State-wide ICN network outage
January 9\textsuperscript{th} (4 minutes, unplanned, after-hours) • Brief network outage at RAILS datacenter
System Downtime Report (October 1st – March 28th)
Enterprise OPAC SaaS Server

October 18th (20 minutes, unplanned)
- EDS-Integration issue causing SaaS-wide outages

November 6th (1 hour, unplanned)
- Intermittent network issues at the SirsiDynix data center impacted select SaaS hosted servers

March 21st (4 hours, planned)
- Enterprise 5.0 upgrade

March 21st (10 minutes, unplanned)
- Troubleshooting 5.0 upgrade harvest issue
System Downtime Report: October 1st – March 28th

**WorkFlows / Symphony Server**
- Uptime: 99.96%
- Downtime (Planned): 0
- Downtime (Unplanned): < 1%

**Enterprise OPAC Server**
- Uptime: 99.91%
- Downtime (Planned): < 1%
- Downtime (Unplanned): < 1%
Project Update:
Red Hat OS Upgrade, Azure Migration

- **Work will resume following New 19 migration**
- Red Hat OS upgrade tentative for mid-summer
  - Will require use of Symphony Bridge
  - Some short downtime will be required
- Azure migration tentative for early fall
  - Will require use of Symphony Bridge
  - Some short downtime will be required
Project Update: New 19 Migration

• What do IT staff need to know?

• **Key Dates, downtime**
  • April 30\textsuperscript{th} is an Offline Day for existing SWAN libraries
    • Refer to full list of available/unavailable services for more info
  • May 1\textsuperscript{st} is Go-Live with downtime expected in the morning
  • May 28\textsuperscript{th} is a database rebuild day (also a holiday)

• Questions from SWAN libraries?
Service Availability

What will be available to the current SWAN libraries during the Rebuild days (April 30th – May 1st)?

- **Symphony/WorkFlows Server**
  - **No access** to external 3rd Party Vendor Integration
  - **No access** Databases over EZProxy via external sites/library site
  - **No access** Electronic media via external sites/library site
  - **Partial access** to internal SIP2 Hardware/Software Integration
    - **Partial access** to PC Reservation – operate in offline
    - **Partial access** to Print Release – operate in offline
    - **Partial access** Automated Materials Handling (AMH) – operate in offline
    - **No access** Self-Checkout – please shut down
  - **Partial access** to WorkFlows (in OFFLINE mode)
    - **Partial access** to checkout functions
    - **No access** to view patron records and status
    - **No access** to bill/fine payment or credit card swipes
    - **No access** to fill available holds
    - **No access** to item transit
    - **No access** to check-in functions
    - **No access** to cataloging, item additions or deletions, record additions
    - **No access** to the creation of new holds
    - **No access** to modifying or registering patron records
    - **No access** to SMS texting service
    - **No access** to reports, reports will not be scheduled
      - Patron notices will be suspended throughout the upgrade
      - Hold shelf, pick lists, and other reports will be suspended
      - Auto-renewal reports will be scheduled and coordinated around the system upgrade

- **Enterprise**
  - **Full access** to current item records and searching
  - **No access** to My Account features
  - **No access** to item availability
  - **No access** to place holds
  - **No access** to commerce/payment functions

- **BLUEcloud Applications**
  - **Full access** to BLUEcloud Analytics
    - **Full access** to BCA report functions
      - Statistics from February 21st, 22nd will not be accessible until later in the week
      - BCA Reports will generate and email as scheduled
  - **No access** to Bookmyne
  - **No access** to MobileCirc
How to use WorkFlows in Offline Mode

SWAN Integration Options

Preferred:
- SirsiDynix Web Services
- OpenAthens

Common and Acceptable:
- SIP2 (Standard Interface Protocol)
- Symphony API Extract
- Standard WorkFlows Report

Deprecated:
- EZProxy
- NCIP
- Z39.50
## SWAN & New 19’s External Vendors

<table>
<thead>
<tr>
<th>External Library Connections</th>
<th>Vendor</th>
<th>Protocol</th>
<th>Description</th>
<th>Website</th>
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</thead>
<tbody>
<tr>
<td>Baker &amp; Taylor</td>
<td>Axis360 SIP2</td>
<td><a href="http://www.baker.taylor.com/">www.baker.taylor.com/</a></td>
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<td>Biblioboard</td>
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<td>Capira</td>
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<td>cloudLibrary</td>
<td>OpenAthens SIP2</td>
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<td>Comprise Technologies</td>
<td>SAM SMM SIP2</td>
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<td>Counting Opinions</td>
<td>SIP2</td>
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<td>DEMCO</td>
<td>Boopsie Evanced SIP2 + PERL Extract</td>
<td><a href="http://www.boopsie.com/">www.boopsie.com/</a>, <a href="http://www.demco.com/software">www.demco.com/software</a></td>
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<td>EBSCO</td>
<td>Novelist On The Shelf PERL Extract</td>
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<td>Evanced</td>
<td>Room Reservation Spaces SIP2</td>
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<td>EZProxy</td>
<td>EZProxy SIP2/Hosted</td>
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<td>Facets Kids</td>
<td>OpenAthens PERL Extract</td>
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<td>Gale</td>
<td>Analytics On Demand PERL Extract</td>
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<tr>
<td>Interactive Sciences Inc</td>
<td>Wowbrary Z39.50</td>
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<td>LibraryThing</td>
<td>Scrapy</td>
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<td>Living Language</td>
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<td>PERL Extract</td>
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<tr>
<td>Midwest Tape</td>
<td>Hoopla SIP2</td>
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<tr>
<td>Oak Lawn Print Template Utility</td>
<td>SIP2 Application</td>
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<td>Oak Lawn Z39.50 Proprietary Connection</td>
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<td>OrangeBoy Inc</td>
<td>Savannah PERL Extract</td>
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<td>Overdrive/Overdrive Advantage</td>
<td>SIP2/Open Athens <a href="http://www.Overdrive.com/">www.Overdrive.com/</a></td>
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<td>Recorded Books</td>
<td>RBDigital OpenAthens <a href="http://www.rbdigital.com/">www.rbdigital.com/</a></td>
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<tr>
<td>Tek Data</td>
<td>SIP2</td>
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<tr>
<td>Zinio</td>
<td>OpenAthens <a href="http://www.zinio.com/">www.zinio.com/</a></td>
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</table>
# SWAN & New 19’s Internal Vendors

## Internal Library Connections

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<tr>
<td>3M/Bibliotheca</td>
<td>Selfcheck AMH</td>
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<td>Selfcheck</td>
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<td>AMH</td>
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<td>PCReservation, LPT:One</td>
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<td>Epson</td>
<td>Receipt Printers</td>
<td>USB</td>
<td><a href="https://epson.com/For-Work/Printers/POS/c/w150">https://epson.com/For-Work/Printers/POS/c/w150</a></td>
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<tr>
<td>OCS</td>
<td>CUBS</td>
<td>SIP2</td>
<td><a href="http://www.output-control-software.com">www.output-control-software.com</a></td>
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<tr>
<td>Public Information Kiosks</td>
<td>AV Vending</td>
<td>SIP2</td>
<td><a href="http://www.pikinc.biz">www.pikinc.biz</a></td>
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<td>TBS</td>
<td>MyPC, Papercut, Coin Towers,</td>
<td>SIP2</td>
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<td>Topaz</td>
<td>Signature Pad</td>
<td>USB</td>
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</tr>
</tbody>
</table>
Internal and External 3rd Party Vendor Lists

- Available on the SWAN Support Site at
  - https://support.swanlibraries.net/content/3rd-party-vendor-integrations
Microsoft Tech Summit 2018

Build your cloud skills with the latest in Azure and Microsoft 365 at a free, technical learning event for IT professionals and developers.
Windows Defender Advanced Threat Protection (ATP)

- Suite of tools that manage threat protection, detection, and response
- Single pane of glass management across on-premise and cloud deployments
- Agentless protection built into Windows 10
- Agent available for Linux and Mac, with iOS and Android planned
Application Control

Windows 10 can be configured to run trusted apps only.

Anything not specified is considered untrusted, therefore will not run.
Antivirus

- Comparable detection rates to competing AV solutions
- Uses behavior monitoring and cloud metrics to detect anomalies
- Utilizes Windows Trusted Boot to protect itself from attacks
- Built into Windows 8, 8.1, and 10
Breach Remediation

Automatically spots anomalies and can stop attacks as they are happening

Steps you through the steps taken to gain access, across all systems involved
Upcoming SWAN Technology Events

• SWAN RFID Committee
  • Thursday, May 24th at 10am
  • Oak Park Public Library
  • [https://www.librarylearning.info/events/?eventID=26734](https://www.librarylearning.info/events/?eventID=26734)

• SWAN Technology Users Group
  • Thursday, September 20th at 10am
  • Location TBD
  • [https://www.librarylearning.info/events/?eventID=26735](https://www.librarylearning.info/events/?eventID=26735)
Questions & Open Discussion

• How to Contact Us
  • SWAN Support
    • Email: help@swanlibraries.net
    • Phone: 844-SWANLIB (ext. 0)

  • Steven Schlewitt, IT Manager
    • Email: steven@swanlibraries.net
    • Phone: 630.326.5993

  • Ian Nosek, System Administrator
    • Email: ian@swanlibraries.net
    • Phone: 630.326.5887

  • Rudy Host, Network Administrator
    • Email: rudy@swanlibraries.net
    • Phone: 630.326.5775
Open Forum:
Other Library projects

- Future RFID Implementations?
- New Installations of Self-Check or AMH?
- Upgrade to Windows 10?