Meeting Agenda

• Introductions
• SWAN IT System Updates
• SWAN Response to COVID-19
• Your Library’s Response to COVID-19
• Vendor ILS Integration Requests
• Security in Your Library
# Downtime Tracking: Jan 1st through Apr 1st

<table>
<thead>
<tr>
<th>Date</th>
<th>Approx Time</th>
<th>Time Elapsed (Min)</th>
<th>System</th>
<th>Planned?</th>
<th>Library Hours?</th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/15/2020</td>
<td>22:40</td>
<td>330</td>
<td>Symphony</td>
<td>Yes</td>
<td>No</td>
<td>Symphony 3.6.2 upgrade</td>
</tr>
<tr>
<td>1/15/2020</td>
<td>22:40</td>
<td>330</td>
<td>Enterprise</td>
<td>Yes</td>
<td>No</td>
<td>Symphony 3.6.2 upgrade</td>
</tr>
<tr>
<td>2/23/2020</td>
<td>18:30</td>
<td>1380</td>
<td>Symphony</td>
<td>Yes</td>
<td>Yes</td>
<td>Symphony database rebuild</td>
</tr>
<tr>
<td>2/23/2020</td>
<td>18:30</td>
<td>60</td>
<td>Enterprise</td>
<td>Yes</td>
<td>Yes</td>
<td>Intermittent outages of Enterprise relating to rebuild</td>
</tr>
</tbody>
</table>
Downtime Tracking: Jan 1\textsuperscript{st} through Apr 1\textsuperscript{st}

Enterprise OPAC Server
- Uptime 99.99
- All Downtime (P/U) < 1%

WorkFlows / Symphony Server
- Uptime 99.99
- All Downtime (P/U) < 1%
System Upgrades and Maintenance

✓ December 17th – Enterprise 5.0.1 Upgrade
✓ January 15th – Symphony/WorkFlows 3.6.2 Upgrade
✓ February 23rd – Symphony Database Rebuild
❑ Coming Soon – Web Services 6.0.1 Upgrade
❑ Coming Soon – Enterprise 5.0.2 Upgrade
COVID-19
SWAN’s COVID-19 Response:

• The First 72 Hours:
  • Updated Symphony Days Closed Calendar (soon to extend to May 1st)
  • Updated Enterprise banner regarding closure (soon to extend to May 1st)
  • Suspended all library holds
  • Updated library material due dates (all material currently in a status of CHECKEDOUT, set to May 1st or later)
    • This will correct upcoming notices (Notices are disabled through May 1st, 2020)
  • Suspended patron billing and collection reports for the library
  • Updated patron website regarding closures/procedures

• The First Two Weeks:
  • Notified library patrons of library closures and indicated DO NOT RETURN MATERIALS UNTIL LIBRARY REOPENS
  • Issued library-specified Symphony email messages upon request
  • Modified patron expiration dates (any expiration dates between 1/1/2020-6/30/2020, updated to 7/4/2020)
  • Minimized impact of blocks on patrons (each night a report is run to change all patrons records with status of DELINQUENT or BLOCKED to OK, if patrons owes less than $100)

Full details noted in Managing COVID-19 Closures
SWAN’s COVID-19 Ongoing Actions

- Weekly online Fireside Chats
- Meetings & Trainings online via GoToMeeting
- Frequent member update News Posts
- COVID-19 Information Portal
- SWAN eXpo Web Series
- Continued support & development efforts
SWAN’s COVID-19 Development

• Online Patron Registration
• Forgot My Card
• SWAN Community Forums
• Ancestry Login
SWAN Development: Online Patron Registration

• Submit a request to help@swanlibraries.net to have your registration configured

• Registered patrons gain immediate access to electronic materials and databases

• See the SWAN Support Site Online Patron Registration documentation
Online Patron Registration As of 3/30

37 Libraries with active registrations

529 patron accounts created
SWAN Development: “Forgot My Card”

- Live on ALL Enterprise profiles under the “Log In” button
  - No setup requests needed
- Patrons enter last name, birthdate for validation
- If a record exists, the barcode is sent to the email on-record
SWAN Development: Ancestry Login

• Simplified login for COVID-19 period
• Utilizes barcode prefix associated with subscribing library
• Available to any SWAN libraries participating in an Ancestry subscription
SWAN Developments: Community Forums

- Live for ALL SWAN library staff
  - Must have a valid library email address
  - Must be a staff member associated with a library in L2
- Request an invite by emailing help@swanlibraries.net
How is SWAN Managing Remote Work?

• Microsoft Teams
  • For phone calls, internal meetings, persistent chat, and discussion channels
• Microsoft SharePoint
  • For remote storage
• OpenVPN
  • For connectivity to Symphony environment
• Asana
  • For task/assignment coordination
• GoToMeeting
  • For membership communications
Your Library’s Response to COVID-19
(From a technical perspective)

- Remote work accommodations?
- Changes to availability or access to electronic materials?
- In-library project impact?
Security in Your Library

- Ransomware Preparedness
- Identification of Risks:
  - Malware/ransomware/viruses on staff workstations
  - Malware/ransomware/viruses on public workstations
  - Phishing (email, phone calls, in-person social engineering)
  - Peer-to-peer file sharing
  - Bandwidth management
  - Publicly accessible staff networks
  - Unlocked staff computers
  - Login sharing
  - Visible passwords
  - Incompetent vendors/compromising of external partners
  - Network intrusion
  - Malicious intent of staff
  - Physical media (USB)
Vendor ILS Integration Requests

• Contact SWAN for assistance: help@swanlibraries.net

• Integrations in three primary forms:
  1. SirsiDynix Web Services API
  2. OpenAthens Proxy (for select databases and electronic resources)
  3. Secured SIP2 Integration

* See our Connection Methods support page for full details
Questions & Follow-up

Send questions to our online ticketing system at help@swanlibraries.net

Visit the SWAN Support Site for access to recorded sessions. https://support.swanlibraries.net

Submit a request for additional training topics. Help > Request Forms > Request Training or Consultation