SWAN ADMINISTRATORS' & DIRECTORS' QUARTERLY MEETING

Meeting Packet

September 2, 2021

10:00 A.M.

SWAN Administrators' & Directors' Quarterly Meeting

September 2, 2021
10:00 a.m. – 12:00 p.m.
Online Meeting (details below)
Per Illinois Public Act 101-0640, this meeting will be held by remote attendance

Agenda

1. Call to Order and Welcome

2. Public Comment

3. Introduction of New Library Directors

4. Introduction Item – Live voting platform demonstration

5. Action Item – Approval of the June 3, 2021 Quarterly meeting minutes

6. Discussion Item – Information security risk assessment

7. Action Item – Amend fiscal year 2022 budget

8. Information Item—Aspen Discovery

9. Information Item—Diversity, Equity, & Inclusion in metadata

10. Information Item – Summary of regional library director meetings & pandemic needs

11. Announcements and Questions

12. Next meeting: December 2, 2021

Meeting Information

Member Comment after each agenda item. The Quarterly Meeting will be live streamed via GoToMeeting. The URL below is specific to the date of the meeting. Please join the meeting from your computer, tablet, or smartphone.

Join the meeting from your computer, tablet or smartphone:
https://www.gotomeet.me/SWANBoard/swan-quarterly-meeting
You can also dial in using your phone: (571) 317-3122
Access Code: 593-454-013

Live Voting at SWAN Directors' & Administrators' quarterly meeting

SWAN will be making use of a new system for live voting at the September 2, 2021, Quarterly meeting for directors and administrators. Directors and administrators will place live votes during the meeting, using a secure and private voting system. The goal is to simulate an in-person meeting as much as possible. The DirectVoteLive system has been in use by the American Library Association membership meetings for the past year and works well for a large, virtual membership meeting. Motions presented can be discussed and revised during the meeting if the meeting discussion requires us to do so.

We will perform a live test vote demonstration the morning of the meeting so everyone becomes familiar with how the live voting works.

Step 1: Verify ahead of the meeting you have the DirectVote email

The email you will receive will look like the one below. It will be sent out several days ahead of the Thursday SWAN Quarterly meeting. We can send out individually requested meeting information emails if you are unable to locate the email. Mark this email for easy reference and access on the day of the quarterly meeting.

Step 2: Join the GoToMeeting the morning of the meeting

The SWAN Quarterly meetings are set up to use a persistent URL link. SWAN staff will make sure to have the meeting running 30 minutes before the meeting start.

https://www.gotomeet.me/SWANBoard/swan-quarterly-meeting

You can also dial in using your phone, but you will not be able to vote using your phone.

United States: +1 (571) 317-3122

Access Code: 593-454-013

Step 3: Use your login sent via email to participate in voting

Using the link from the email you were sent, the button "Click here to log in" will bring you to the voting dashboard.

The landing page may vary based on when you join the meeting. If you have not yet connected to the online meeting, the Web Conference Info is easily accessed, which goes to the GoToMeeting specified.
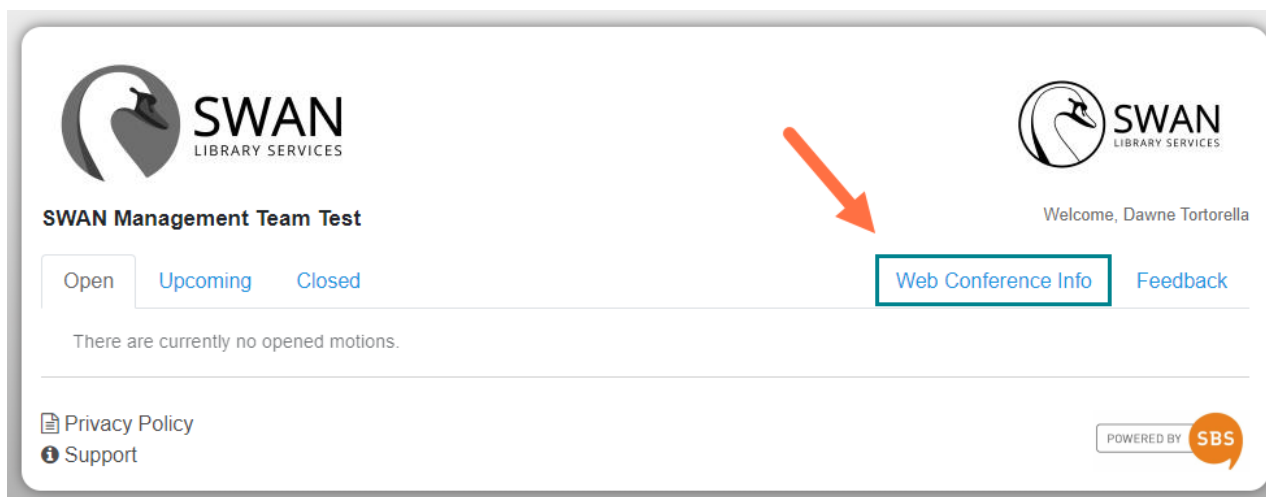
Votes will be opened by the voting administrator (Aaron Skog) and then manually closed. You will be able to see the results in your browser.

To comply with Open Meetings Act, these votes will show who voted. The votes will not be anonymous.

If you join the meeting late, you may see that there are no open motions for voting. Closed votes can also be reviewed.

Results of closed votes can be expanded with the "Results" and "See Votes" links.

SWAN Management Team Test #2

Welcome, Dawne Tortorella

RESOLVED, THE SWAN FISCAL YEAR 2022 BUDGET LINE #5830 CONSULTING WILL BE INCREASED FROM $1,000 TO $38,000 FOR INFORMATION SECURITY RISK ASSESSMENT TO BE COMPLETED BY JUNE 30, 2022

Vote for one

Attendee	Last Logged In	Vote	Vote Date/Time
Scott Brandwein	Aug 26 2021 4:27PM Central Time (UTC -6)	No	Aug 26 2021 4:33PM Central Time (UTC -6)
Dawne Tortorella	Aug 26 2021 4:27PM Central Time (UTC -6)	Yes	Aug 26 2021 4:34PM Central Time (UTC -6)
Ginny Blake	Aug 26 2021 4:31PM Central Time (UTC -6)	Yes	Aug 26 2021 4:35PM Central Time (UTC -6)

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Privacy Policy
Support

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Eligible voters

Below is the list of library directors or administrators that will be sent voting instructions to their listed email account. This is list is sorted by first name. This list was exported from the Library Learning (L2) system and was verified to be the most current available.

If you are unable to attend and would like to have someone vote in your place, please contact Aaron Skog via email aaron@swanlibraries.net and a special login will be created. It will be difficult to create a substitute login during the meeting. We can send out voting emails per request the morning of the meeting.

First Name	Last Name	Email
Allyson	Withers	allysonw@doltonpubliclibrary.org
Amanda	Kowalcze	akowalcze@frankfortlibrary.org
Amy	Crump	crumpa@bellwoodlibrary.org
Anna	Wassenaar	awassenaar@blueislandlibrary.org
Anne	Murphy	amurphy@bplib.net
Barbara	Osuch	barbara.osuch@pfpl.org
Benjamin	Weseloh	bweseloh@wcpld.info
Brian	Vagt	Vagtb@glpld.org
Bridget	Roland	bridgetr@markhamlibraryil.org
Carol	Williams	cwilliams@olpl.org

First Name	Last Name	Email
Carol	Hall	chall@worthlibrary.com
Cartherine	Nemesnyik	cnemesnyik@bsd2.org
Charity	Gallardo	gallardoc@lagrangelibrary.org
Chris	Sebuck	csebuck@bridgeviewlibrary.org
Christine	Lazaris	clazaris@gpld.org
Christyn	Rayford	christyn@southhollandlibrary.org
Colleen	Waltman	colleenw@homewoodlibrary.org
Dan	Powers	powersd@crestwoodlibrary.org
Dana	Wishnick	dwishnick@chicagoridgelibrary.org
Daniel	Hilker	Hilkerd@lyonslibrary.org
David	Sieffert	dsieffert@benlib.org
David	Seleb	d.seleb@oppl.org
Dawn	Bussey	dawnbussey@gepl.org
Debbie	Albrecht	debbie@lansingpl.org
Debra	Woods	wooddebrann1@gmail.com
Dorothy	Koll	dkoll@acornlibrary.org
Douglas	Losey	dlosey@hillsidelibrary.org
Edith	Craig	ecraig@scpld.org
Emily	Compton-Dzak	emily.compton@riverforestlibrary.org
Emily	Hoffman	ehoffman@tcpld.org
Fidencio	Marbella	fidenciom@westchesterpl.org
Frank	Murray	murrayf@evergreenparklibrary.org
G. Kevin	Davis	gkdavis@messengerpl.org
Gail	Herff	gherff@itascalibrary.org
George H.	Scheetz	gscheetz@bataviapubliclibrary.org
Hadiya	Drew	summitlibrary@yahoo.com
Jacob	Post	jpost@oak-brook.org
Jamie	Paicely	paicelyj@flossmoorlibrary.org
Jamie	Bukovac	jamieb@ippl.info
Jane	Jenkins	jjenkins@greenhillslibrary.org
Janice	Foley	janicefoley@riversidelibrary.org
Jennifer	Hovanec	jhovanec@calumetcitypl.org
Jennifer	Cottrill	jcottrill@midlothianlibrary.org
Jennifer	Cutshall	jcutshall.director.ssch@gmail.com
Jesse	Blazek	jblazek@phlibrary.org
Jill	Grosso	director@beecherlibrary.com
John	DeYoung	jdeyoung@thorntonil.us
Juanita	Durkin	jplonline@yahoo.com
Julia	Coen	jcoen@westmontlibrary.org
Julie	Milavec	jmilavec@dglibrary.org
Karen	Keefe	kkeefe@hinsdalelibrary.info

First Name	Last Name	Email
Kate	Buckson	kateb@lplibrary.org
Kathryn	Sofianos	ksofianos@palosparklibrary.org
Kathy	Berggren	kberggren@mapld.org
Kathy	Parker	kathypconsult@gmail.com
Kathy	Semrick	ksemrick@elburn.lib.il.us
Kimberly	Coughran	kcoughran@brookfieldlibrary.info
Kimberly	Harris	KHARRIS@THEWLPLD.ORG
Laura	Bartnik	lbartnik@northlakelibrary.org
Laura	Van Cleve	vanclevel@richtonparklibrary.org
Laura	Williams	lwilliams@schillerparklibrary.org
Leighton	Shell	shelll@sfvpld.org
Lisa	Knasiak	knasiakl@chicagoheightslibrary.org
Lori	Craft	craftl@clarendonhillslibrary.org
Margaret	Flanagan	flanaganm@mpplibrary.org
Maria	Solis	librarymccook@gmail.com
Marie	Saeli	msaeli@fppld.org
Mary Ann	Lema	mlema@prairietrailslibrary.org
Natalie	Starosta	starostan@northriversidelibrary.org
Nicki	Seidl	seidln@evergreenparklibrary.org
Pam	Dube	pdube@woodridgelibrary.org
Patricia	Genardo	pgenardo@nuhs.edu
Pilar	Shaker	pshaker@fppl.org
Rita	Hassert	rhassert@mortonarb.org
Rosie	Williams-Baig	rwilliams5782@aol.com
Rubyliza	Gaba	rgaba@theosophical.org
Ryan	Cox	rcox@berkeleypl.org
Samantha	Johnson	sjohnson@rosellepld.org
Sandra	Tomschin	stomschin@cicerolibrary.org
Sandra	Hill	shill@vppl.info
Sandy	Whitmer	director@warrenville.com
Sarah	Cottonaro	scottonaro@alsiplibrary.info
Shannon	Halikias	shannon@sgpl.org
Shayne	Phillips	director@kanevillelibrary.org
Stacy	Wittmann	wittmanns@eisenhowerpld.org
Stan	Huntington	shuntington@maywoodlibrary.org
Susan	Westgate	swestgate@cslibrary.org
Susan	Dienes	sdienes@cretelibrary.org
Tammy	Sheedy	tsheedy@berwynlibrary.org
Ted	Bodewes	bodewes@fordlibrary.org
Tiffany	Verzani	tverzani@elmwoodparklibrary.org
Tim	Jarzemsky	tjarzemsky@mybpl.org

First Name	Last Name	Email
Tim	Prendergast	tprendergast@hodgkinslibrary.org
Tom	Bartenfelder	tbartenfelder@glensidepld.org
Tracy	Smith-Ducksworth	tracy@grandeprairie.org
Tracy	Ducksworth	tracys@uppld.org
Xavier	Menzies	xmenzies@harvey.lib.il.us
Yuli	Melnyk	ymelnyk@rivergrovelibrary.org
Yvonne	Bergendorf	director@wooddalelibrary.org
Zach	Musil	zmusil@tplibrary.org

SWAN ADMINISTRATORS' QUARTERLY MEETING MINUTES

June 3, 2021

10:00 a.m. – 12 p.m.

Meeting Held Virtually

https://www.youtube.com/watch?v=FCbe66hABRk

Call to Order and Welcome

President Bodewes called the meeting to order at 10:01 a.m. Blazek, Bussey, Cottrill, Jenkins, Milavec, Wittmann were present to establish a quorum

Public Comment

No public comment

Introduction of New Library Directors and Visitors

Kristen Lawson – Roselle Acting Director

Information Item – Election results & introduction to SWAN Board

Introduction of Charity Gallardo (LGS) and Tim Jarzemsky (BDD) to the SWAN Board for 3 year term.

Action Item – Approval of the March 4, 2021 Quarterly Meeting Minutes

Julie Milavec (DGS) moved to approve the March 2021 Quarterly meeting minutes, seconded by Kevin Davis (MED). No objections, minutes approved.

Discussion Item – ARPA Funding

ILA Executive Director Diane Foote joined the meeting and discussed American Rescue Plan Act (ARPA) funding available for libraries in Illinois.   She discussed the fund amounts available as well. This information is available on the ila.org website.   Diane discussed in more detail the States & Local governments opportunity. SWAN is hosting online brainstorming events for the library directors and administrators with five suggested groups organized by county/region.

Discussion Item – User Record Purge

Dawne Tortorella discussed the summation of User Record Purge, the steps, and the goals. She also discussed the analysis of user records in SWAN. The 3 big points libraries would like to see was also explained by Dawne. The main areas of concerns and feedback was detailed as well. A broad outline of concerns amongst the libraries was given by Dawne. One main concern was the Last Activity Date. Removing bills for inactive accounts, removing BADADDRESS records from the 2018 National Change of Address (NCOA) update, and inactive accounts greater than 10 years are amongst what would like to be purged. Question about digital users, and last activity date, support 3rd party vendors was discussed and answered. Analysis of 2021 received record

cleanup was discussed. Dawne also discussed cleanup and removal and why it is necessary. The move toward automation was discussed with dates. Monthly processing of inactive accounts was discussed. Timeline targets with dates was given.

Information Item – Aspen Discovery
Skog & Tortorella provided an update on the performance improvements with Aspen Discovery. Everything related to Aspen is available on the SWAN Support site. All go live development priorities are complete except for ProPay integration. Our pilots can go live as early as July 7th and we will begin to roll out the eligibility for other libraries to join. Training and prep. Rollout plans (staff roles)

Information Item – Diversity, Equity, & Inclusion in Metadata
A task force began to evaluate our catalog with respect to Diversity, Equity & inclusion. Goals were given by Skog, with this being in the beginning stages. SWAN will continue to give updates at SWAN meetings. Crystal Vela talked about reference staff now have ability with tech services and OPAC features.

Next Meeting

September 2, 2021

Adjournment: 11:41.

Minutes Prepared by Ginny Blake

Respectfully Submitted,

_____

Date: **August 24, 2021**
To: **SWAN Membership Directors & Administrators**
From: **Aaron Skog, Executive Director**

Re: **Information Security Risk Assessment Consultant**

Ransomware, phishing, and hacking attempts on the rise year-after-year. Several SWAN libraries have reported attacks. The neighboring Bartlett Public Library District experienced a ransomware attack in November 2019 that completely brought down the library's network infrastructure, websites, and ILS for several days.

SWAN has 1.2 million user accounts within our library services platform. The organization has policies in place regarding the retention of data and restrictions on specific data collected, and we hold cybercrime insurance policies to help with coverage if our system were to incur some data breach. Our SirsiDynix vendor employs an information security officer who is responsible for maintaining the company's compliance with a cybersecurity security standard.

The SWAN organization is however, lacking several procedures and policies that would be of value to the 100 libraries we provide services. For example, we do not have an Incident Response Plan or Policy. We have taken several measures to ensure the security of our systems, but there has not been an outside audit of our data and network security.

After discussions with Dawne Tortorella and Steven Schlewitt, IT & System Support Manager, I decided to begin reaching out to IT consultants to see if it was possible to provide us expertise in these areas.

- Perform a risk assessment of SWAN's data and network security
- Recommend a security standard applicable to an organization that is, by definition, a government entity, and holds data on behalf of public libraries and schools, which are also local units of government
- Review our existing policies and procedures, and provide recommendations and help draft those written policies and procedures

I approached Sikich and CDW as an initial step to discuss their approach and discuss what services they can provide. Sikich met with us several times and provided a proposal. CDW did not provide SWAN a proposal. The SWAN Board reviewed the proposal and discussed it at its July 23, 2021 meeting, and recommended that the SWAN Membership approve a revision to SWAN's current budget. The following budget lines would be increased. There would be no change in membership fees.

Proposed budget vote

RESOLVED, THE SWAN FISCAL YEAR 2022 BUDGET LINE #5830 CONSULTING WILL BE INCREASED FROM $1,000 TO $38,000 FOR INFORMATION SECURITY RISK ASSESSMENT TO BE COMPLETED BY JUNE 30, 2022.