



SWAN Quarterly Meeting

September 2, 2021

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

Live Vote Demonstration

Aaron Skog, Executive Director

Dawne Tortorella, Assistant Director




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Live Voting

Meeting login information below - Do Not Forward

 Meeting Administrator <noreply@directvote.net>
To  Dawne Tortorella
 If there are problems with how this message is displayed, click here to view it in a web browser.

Hi Dawne,

Voting information below - **DO NOT FORWARD**

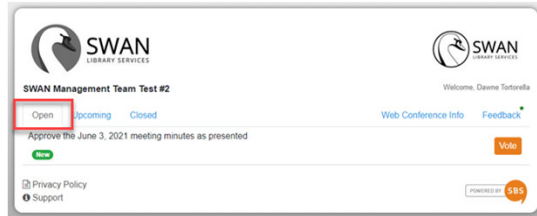
We are looking forward to the upcoming meeting. Here is all the information you will need to vote:

Meeting Details:

Meeting Name: SWAN Management Team Test
Meeting Date:  8/24/2021
Meeting Time: 0:30 PM Central Time (UTC -6)

[Click here to log in](#)

This message was sent by Survey and Ballot Systems 7653 Anagram Drive, Eden Prairie, MN 55344, USA.
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Voting

Practice vote

Approve Minutes

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Information Security Risk Assessment

Steven Schlewitt, SWAN IT & Systems Support Manager

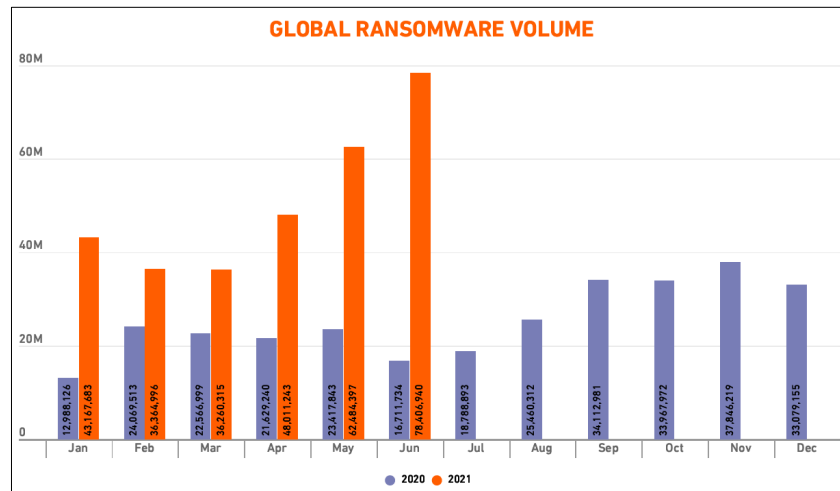
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- Security is inherent in all of SWAN's services. Whether you've noticed or not, SWAN has quietly, and sometimes not so quietly ensured security is a consideration with every project and system, from our VPN connections to TLS-encrypted websites and granular permissions

Ransomware, By the Numbers



SonicWall Cyber Threat Report 2021

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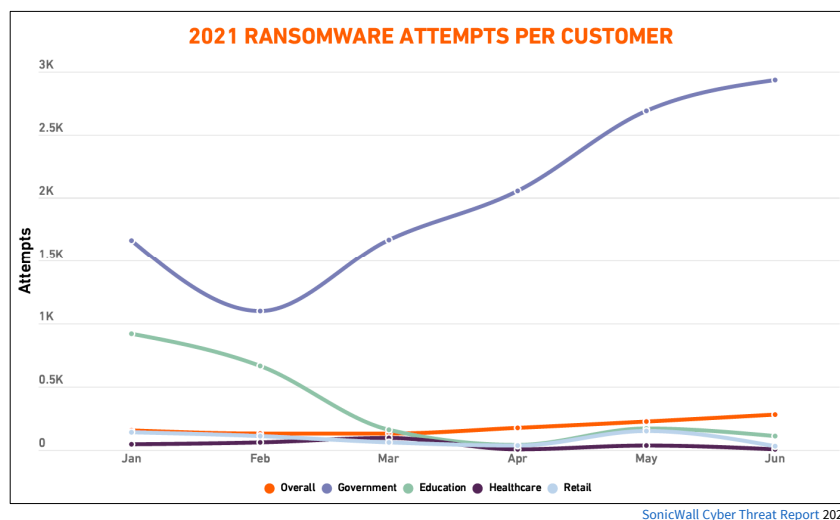
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- Ransomware, phishing, and hacking attempts are on the rise year-after-year.
- Threats are no longer limited to malware.
- Attacks are far more sophisticated - it boils down to exploitable vulnerabilities, whether it's an unpatched system, weak password, or over-trusting person.
- This graph illustrates nearly 80 million documented ransomware attempts in June 2021 alone.
- Several SWAN libraries have reported attacks.
- Not just big businesses being targeted

Source:

- SonicWall Cyber Threat Report 2021
 - <https://www.sonicwall.com/medialibrary/en/white-paper/mid-year-2021-cyber-threat-report.pdf>

Ransomware, By the Numbers



SonicWall Cyber Threat Report 2021

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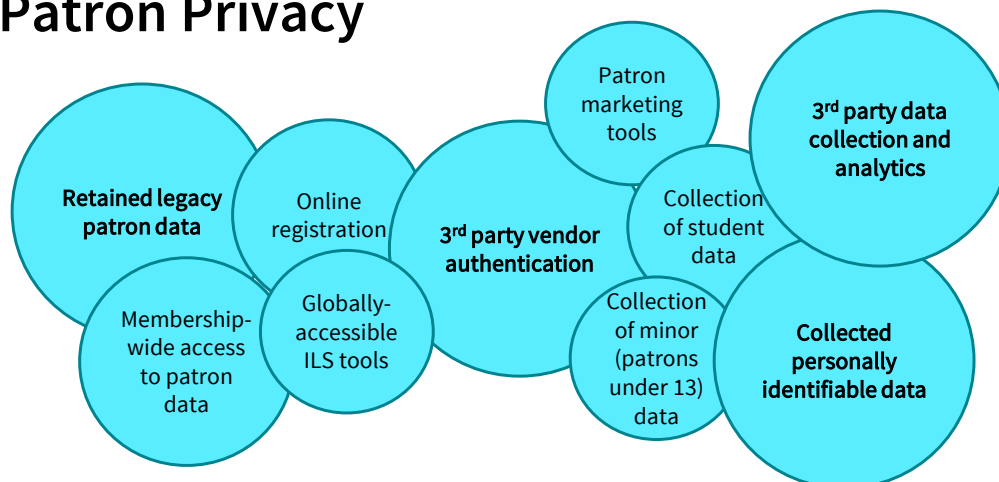
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- Managed service providers, healthcare, education and government entities are common targets.
- Hackers are seeking valuable, personally identifiable information (PII).
- **Boston Public Library Cyberattack on Wednesday 8/25**
 - <https://www.nbcboston.com/news/local/boston-public-library-hit-by-cyberattack/2477795/>

Source:

- SonicWall Cyber Threat Report 2021
 - <https://www.sonicwall.com/medialibrary/en/white-paper/mid-year-2021-cyber-threat-report.pdf>

Patron Privacy



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A sample of SWAN's challenges regarding patron privacy.

- Security and patron privacy go hand-in-hand
- The more data we collect, retain, and share, the more secure all of these functions must be
- ILS data represents a wealth of personally identifiable information that could be exploited.
- This all influences the need to secure our system to the best of our abilities to protect patron data.



- Provides contracted business services including cyber security and technology consultation
 - Locations across the country
 - Serves 15,000 clients worldwide
- Serves many SWAN libraries through contracted IT services
 - Familiar with SWAN's services and infrastructure
- Offers expertise from wealth of certified IT experts

- Many organizations now seek 3rd party services to perform risk assessments, system penetration testing, and to establish standards.
- Sikich is a well-established Enterprise organization providing these services worldwide, most notably with a familiarity of our libraries.
- Sikich has provided us with a proposal for a security risk assessment. Scheduling can begin immediately.

SWAN's Goals for a Security Assessment



Determine applicable security threats and their potential impact to SWAN.



Adopt an industry-recognized framework when approaching security, configuration, and policy.



Ensure compliance with applicable legal frameworks such as COPPA (Children's Online Privacy Protection Act) and SOPPA (Student Online Personal Protection Act).



Pass on knowledge to membership with recommendations on assessing and managing vulnerabilities.

- **Determine applicable security risks and their potential impact to SWAN.**
 - Weigh those risks and mitigate/create a mitigation plan.
 - Translate this analysis into a plan for disaster recovery.
 - Determine vulnerability gaps in SWAN's system configuration.
 - Create a process for repeating this cycle moving forward.
- **Adopt an industry-recognized framework when approaching security, configuration, and policy.**
 - Suggested: NIST 800-171
 - Evaluate how SWAN matches up to these standards and resolve compliance issues.
 - Enact policies that drive how we interact with 3rd party vendors, configure servers, protect sensitive data, and secure credentials.
- **Ensure compliance with applicable legal frameworks such as COPPA (Children's Online Privacy Protection Act) and SOPPA (Student Online Personal Protection Act).**
 - Create policies to ensure compliance.
- **Pass on knowledge to our libraries**

Note: This project is exclusive to SWAN policies, systems, and networks. Library staff may be consulted, but the assessment and mitigation does not involve local library networks or systems and stops at your firewall.

Phase 1: Identify Risks to the Organization & Controls



Sikich has broken down the process into four phases.

A sample of SWAN's internal risks alongside increasing global technology threats.

Identify the risks and then categorize using controls identified.

Sources:

- SonicWall Cyber Threat Report 2021
 - <https://www.sonicwall.com/medialibrary/en/white-paper/mid-year-2021-cyber-threat-report.pdf>
- IBM Cost of a Data Breach Report 2021
 - <https://www.ibm.com/security/data-breach>

Phase 2: Analyze and Weigh Risk Impact

- Benchmarked against National Institute of Standards and Technology (NIST) Special Publication (SP) 800-171

Risk Heat Map					
	Impact				
Likelihood	Severe - 5	High - 4	Unacceptable - 3	Acceptable - 2	Negligible - 1
Imminent - 5	25	20	15	10	5
Frequent - 4	20	16	12	8	4
Likely - 3	15	12	9	6	3
Foreseeable - 2	10	8	6	4	2
Not Foreseeable - 1	5	4	3	2	1



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Standard recommended by Sikich is NIST SP 800-171

- Requirements for protecting the confidentiality of controlled unclassified information
- Non-federal information systems and organizations
- Indicate the inherent risk of maintaining that information

Phase 3: Treatment / Plan of Action & Milestones

Examples:

Recommendations	Treatment	Priority	Services Impacted	Start Date	Completion By
Multi-Factor Authentication	Implement immediately	Medium	A, B applications	Q3 2021	Q4 2021
Secured vendor authentication	Implement immediately	High	A, B, C vendors	Q3 2021	Q3 2022
Stronger password requirements	Implement immediately	Medium	A, B applications	Q3 2021	Q3 2021
Proactive monitoring tools	Plan to implement	Low		Q1 2022	Q2 2022

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- Based on the priorities established in Phase 2
- Create a roadmap for how to tackle significant threats

Phase 4: Ongoing Risk Management

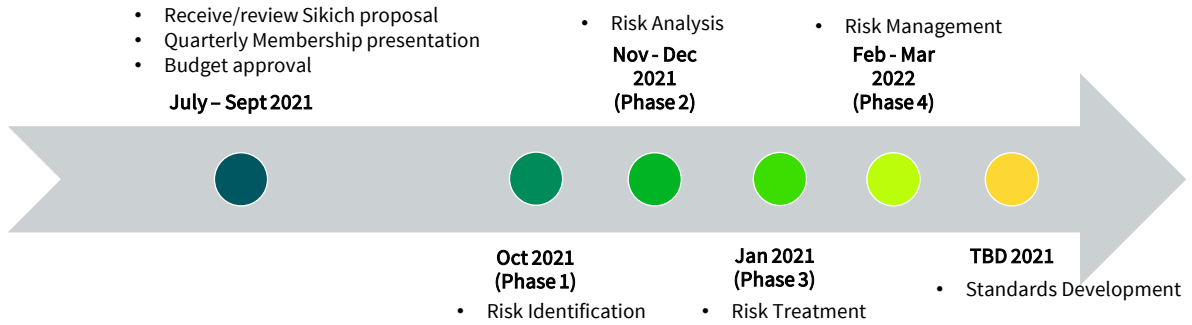


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Timeline Targets



Seeking approval of funds

Cost \$37,000
Amend current SWAN budget Consulting
No change to current membership fees
Use SWAN reserve fund

SWAN Cash Reserves - June 30, 2021	\$2,060,444.23
Sikich Proposal	(\$37,000.00)
SWAN Cash Reserves balance	\$2,023,444.23
Percentage of reserves vs SWAN Operating Expenses	50%

Seeking approval of funds

- Budget amendment requires 2/3 affirmative vote of all members present

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.

- Need resolution moved & seconded
- Discussion of proposed budget amendment resolution
- **Conduct live vote**

Parallel Discovery Platform Project: Aspen Discovery

Tara Wood, SWAN User Experience Manager

Cohort 1 Schedule

DATE	WHAT
August 30th, 2021	Kickoff Meeting 
Every other Monday, 10 a.m.	Aspen office hours
September 7th, 2021 11 a.m.	Aspen Admin Training: Themes & Library Settings
September 14th, 2021 11 a.m.	Aspen Admin Training: Browse categories, Spotlights, & Adding Covers
September 21st, 2021 11 a.m.	Aspen Admin Training: Placards & System Messages
October 5th, 2021 11 a.m.	Aspen Admin Training: Record Grouping
October 12th, 2021 11 a.m.	Aspen Admin Training: Purchase Suggestions
October 18th-29th, 2021	Go live

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Cohort 2 Schedule

DATE	WHAT
January 10th, 2022	Kickoff Meeting
Every other Monday, 10 a.m. starting January 24th	Aspen office hours
Tuesdays, January 18th - March 1st, 2022	Aspen Admin Trainings
March 7th - 18th, 2022	Go live Enterprise decision

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Development Progress



- Additional performance improvements
- ProPay integration
 - Not live yet – pending additional configuration and testing
- Checkout history import and syncing with Symphony
- Updates to holds for lockers and drive-up windows
- Better permissions for admins
- Record grouping enhancements based on uniform title

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Development Cycle

Releases are around every two weeks.

- SWAN now has a test server to test new releases before moving to production.
- At the start of each release cycle, SWAN identifies the top priorities for that release.
 - You can [view Enhancement Requests](#)
 - Current priorities were developed with the pilot libraries, and going forward we will work with DUX.
- SWAN meets weekly with ByWater developers to review requests.

Development Priorities

We will continue to collect enhancement requests and prioritize these in bi-monthly DUX meetings.



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Diversity, Equity, and Inclusion in Metadata

Scott Brandwein, Bibliographic Services Manager

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Diversity, Equity, and Inclusion in Metadata

Task force to evaluate our catalog and ensure terms describing groups of people are modern, respectful, and granular.

Goals:

- Evaluate LC subject headings and set up automated updating of problematic and outdated terms
- Consider optional supplementary subject vocabularies to improve access to resources concerning groups not currently represented
- Provide recommendations on improving visibility of diversity resources and Own Voices collections
- Collect resources on performing diversity audits for interested members

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Based on some membership request, some other institutions, and some patron requests Started as a desire to make sure the language we are using in the catalog that refers to groups of people is respectful and modern

- LC subject heading “illegal aliens” is a more well-known example, where Congress failed to change that term, to something more respectful and commonly used
- Some terms become outdated and no longer useful in searching
- 9 members and the Bib Services team
- Identifying some terms that are problematic
- Completely automated, updated in the evenings, so catalogers will not be impacted
- Something on the task force watch list is “Homosaurus” to help give the catalog more depth as an optional tool for catalogers
- Improving the visibility of DEI collections
- We are only on the first bullet point of this list: ethnicities, medical conditions, religions, LBGTQ plus

Once there are more concrete results, we will show everyone what has been accomplished

Subject heading example

We replaced the term "illegal aliens" with "undocumented immigrants."

~~650_0 Children of illegal aliens.~~

650_7 Children of undocumented immigrants. \$2 localdei

903 __ \$i Term deprecated in SWAN catalog: \$a Illegal aliens. \$2 legacyterm

Previous term is preserved.

We are also working on supplementing terms:

650_0 Sexual minorities in media.

650_7 LGBTQ people in media. \$2 localdei

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Summary of regional meetings

Aaron Skog, SWAN Executive Director

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Summary regional meetings discussing American Rescue Plan Act (ARPA) funding

SWAN hosted discussions in June with 5 meetings, 15 libraries attended

Summary of need

1. Improve community access to broadband
2. Address mobile technology needs
3. Support flexible programming & events
4. Support expanded collection development
5. Support for flexible & evolving space needs
6. Support for evolving staff, improving skills, & revising organization roles

Possible solutions/ideas

- Circulate a shared collection of hotspots for all 100 libraries or a library group(s) within SWAN
- Acquire mobile laptop equipment for libraries
- Universal access card
- Centralized ordering of book collections
- Provide human resources help for libraries to retool employee positions
- Mobile workforce redesign

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Aaron

Illinois State Library Grants: application closed 8/15

Expanding Digital Inclusion: Transforming Library Services

- Focuses on devices and technologies that circulate to meet the needs of an identified target audience in response to and recovery from the pandemic.
- Academic, public, school and special libraries are encouraged to reach patrons with enhanced digital inclusion efforts focused on circulating internet hotspots, laptops, and other devices to help patrons recover from the pandemic.
- This offering is NOT for books or electronic subscriptions.
- Requests ranging from \$5,000 to \$30,000 per library building or branch location will be considered, with one application accepted per agency.
- **Applications are due August 15, 2021**

Bouncing Back from the Pandemic: Developing Resources for the Local Workforce

- Provides funds from the American Rescue Plan Act of 2021 (ARPA) to support libraries in providing essential resources and services to those seeking employment.

- Libraries may also establish and design workforce recovery programming and services that will impact the intended target audience.
- To assist libraries in providing resources to their local workforce, public library and academic library agencies may apply for \$5,000 to \$50,000 to expand the library's current technology, equipment, and related materials.
- **Applications are due August 15, 2021**

On the Road to Recovery: Transforming Library Spaces

- Offering provides emergency relief and support to academic, public, school and special libraries as library spaces are modified in response to and recovery from the pandemic.
- This offering focuses on restoring the library's capacity to operate and creating clean, safe spaces in the library for patrons during and after reopening.
- The goal is to prioritize health and safety while taking progressive steps that best fit individual reopening plans and restore regular library operations.
- Requests ranging from \$5,000 to \$25,000 per library building or branch location will be considered, with one application accepted per agency.
- **Applications are due August 15, 2021**

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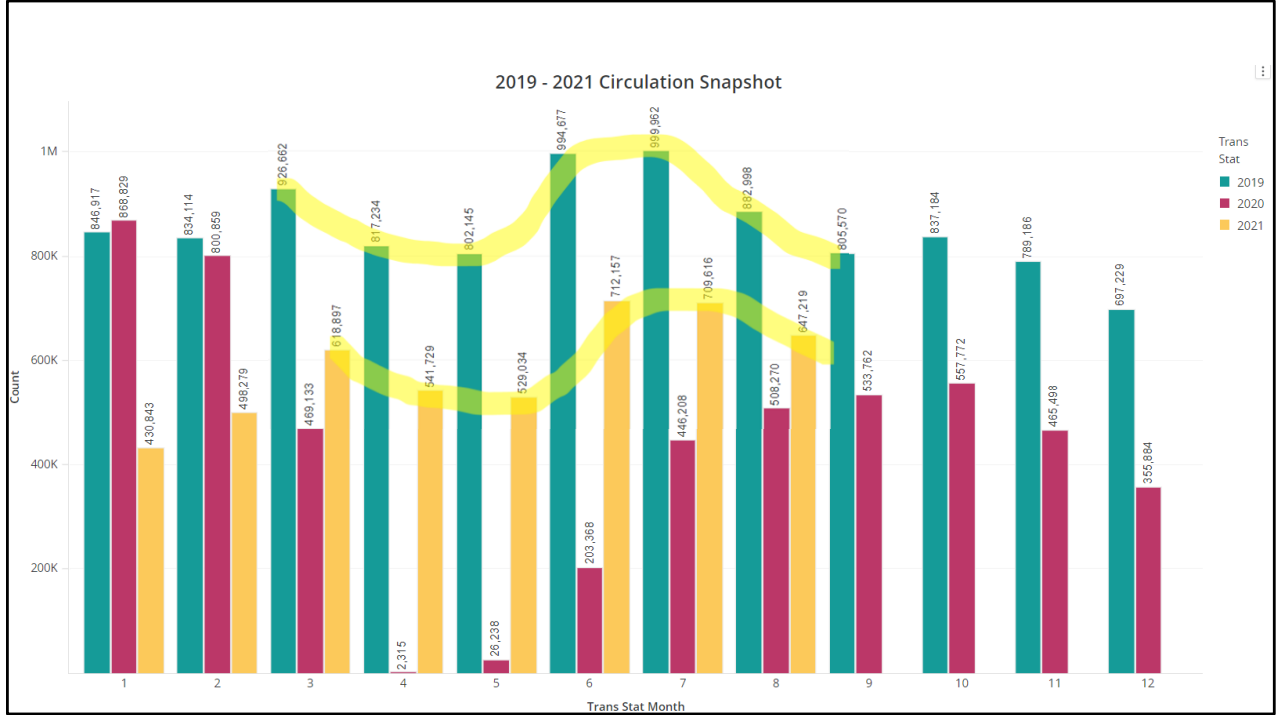
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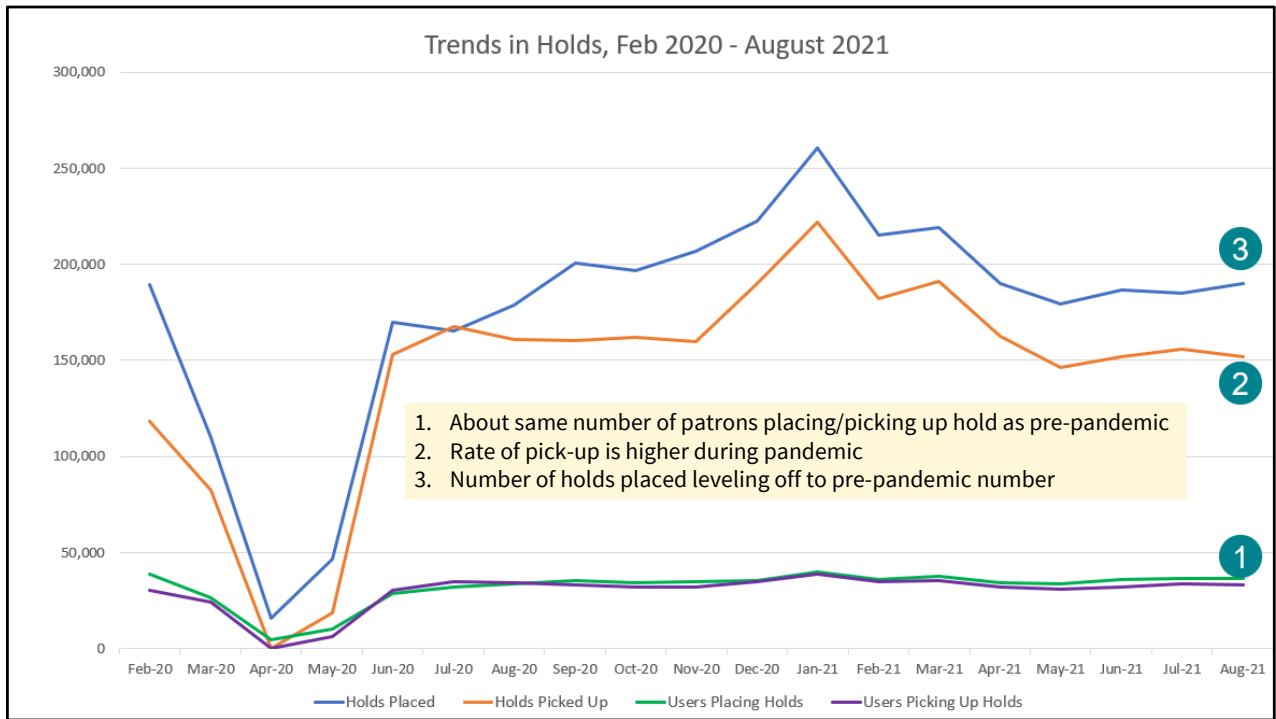
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Aaron

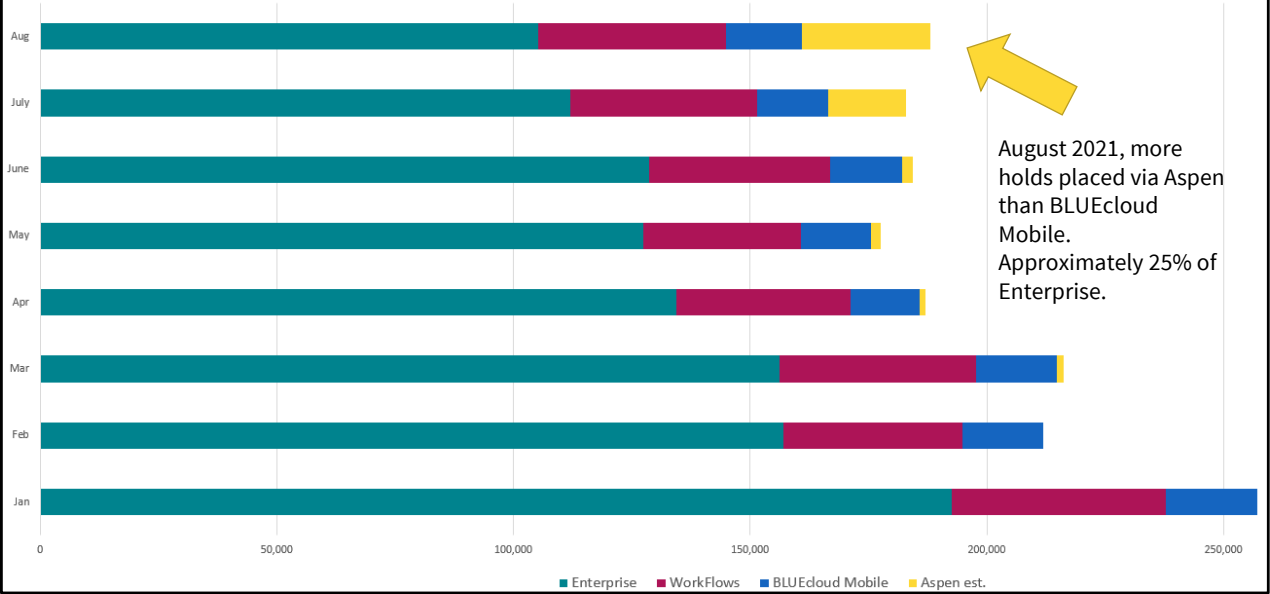
Statistics

Statistics are included monthly in SWAN Board Operations Report





Holdings placed by interface 2021



Announcements & Questions

Ted Bodewes, SWAN Board President
Thomas Ford Memorial Library, Western Springs, IL