

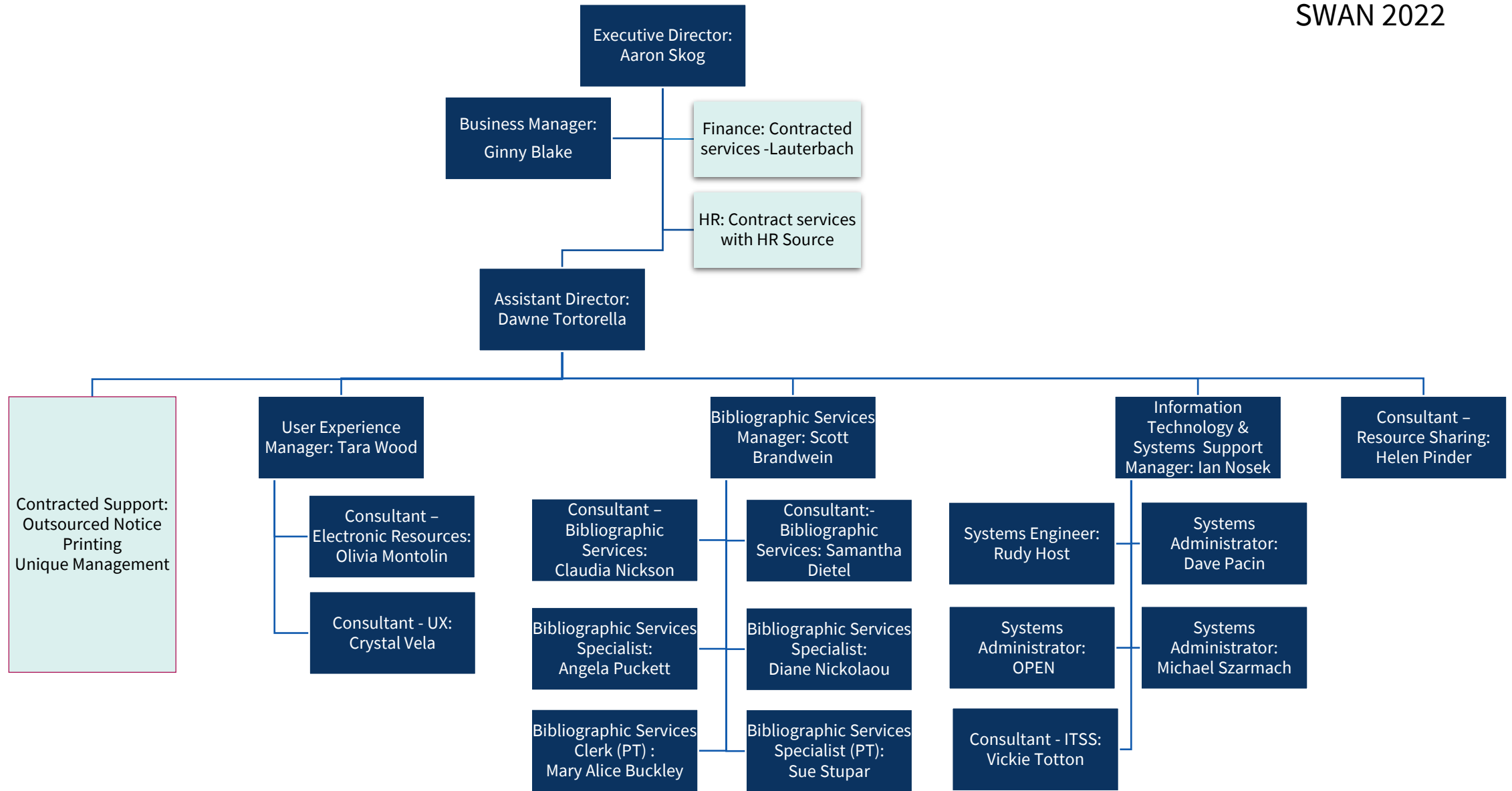


# SWAN Technology Update

September 22<sup>nd</sup>, 2022

# Agenda

- ITSS Department Update
- Uptime report
- Baker & Taylor Server Outage
- TLS-SIP
- Pseudo Libraries
- MessageBee
- BLUEcloud Analytics
- Support Site Migration
- KeyCloak/SSO
- Azure Defender
- Open Forum



# Congratulations Ian!

Ian Nosek named Manager of Information Technology & System Support, September 2022

Continued priorities for department:

- Security review and hardening SWAN environment
- Single Sign On/Account management
- Support site and ticketing



## Meet the SWAN Information Technology & System Support Team

- Ian Nosek – ITSS Manager
- Rudy Host – Systems Engineer
- Dave Pacin – Systems Administrator
- Michael Szarmach – Systems Administrator
- Vickie Totton – ITSS Consultant

# System Uptime Report

April 1<sup>st</sup> 2022 – September 22<sup>nd</sup> 2022

## WorkFlows/Symphony Server Outage Tracking: April 1<sup>st</sup> through September 20<sup>th</sup>

Date	Approx Time	Time Elapsed (Min)	System	Planned?	Library Hours?	Reason
04/16/2022	21:00	2040	Symphony	Yes	No	Symphony Database Rebuild
08/10/2022	11:38	60	SIP2	No	Yes	SIP2 Config Error



## Aspen Catalog and Web Services (OPAC Services) Outage Tracking: April 1<sup>st</sup> through September 20<sup>th</sup>

Date	Approx Time	Time Elapsed (Min)	System	Planned?	Library Hours?	Reason
06/07/2022	22:10	1430	Aspen	Yes	No	Release update and reindex

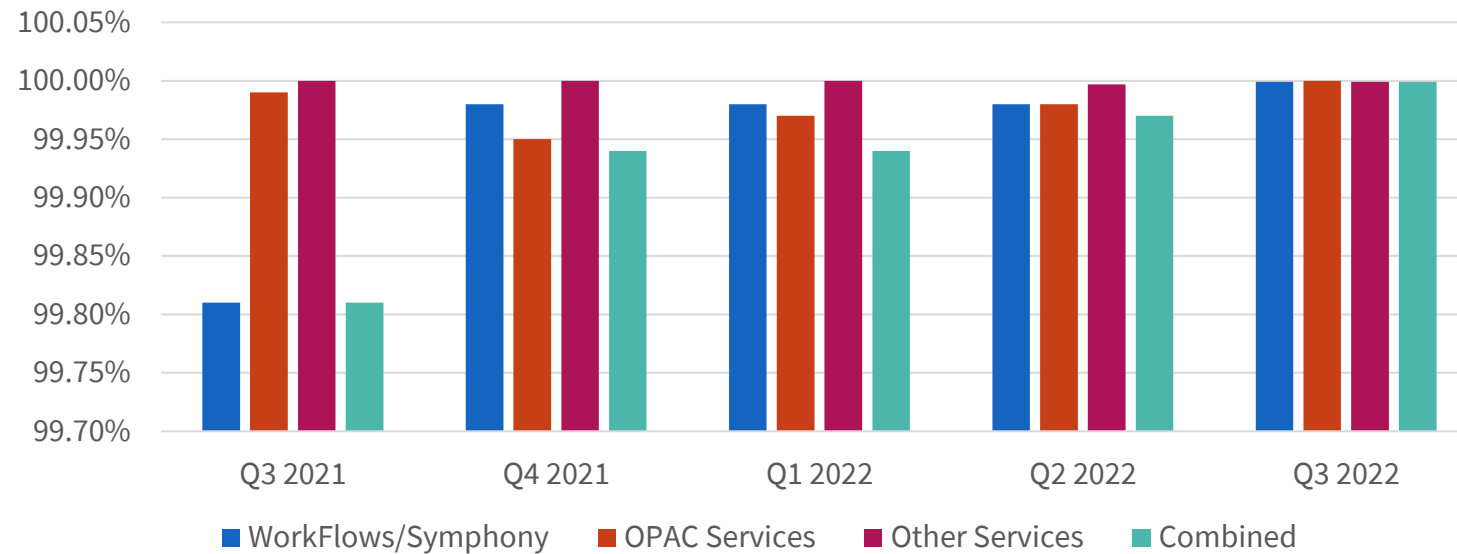


## Other Notable Outages: April 1<sup>st</sup> through September 20<sup>th</sup>

Date	Approx Time	Time Elapsed (Min)	System	Planned?	Library Hours?	Reason
05/27/2022	07:15	330	BLUEcloud	No	Yes	SirsiDynix BLUEcloud System Outage
07/12/2022	09:30	15	ICN	No	Yes	ICN ISP Outage – Many libraries lost VPNs

# Uptime Tracking

## Quarterly Uptime



Quarterly Uptime	WorkFlows/Symphony	OPAC Services	Other Services	Combined
Q3 2021	99.81%	99.99%	100.00%	99.81%
Q4 2021	99.98%	99.95%	100.00%	99.94%
Q1 2022	99.98%	99.97%	100.00%	99.94%
Q2 2022	99.98%	99.98%	99.997%	99.97%
Q3 2022	99.999%	100%	99.999%	99.999%

# Recent Indexing Errors

- ADUtext (Add, Delete, Update text) processes modified text and authority keys within the Symphony database
- One of several reports run during overnight maintenance window
- Commits changes to the database and verifies indexes
- “Load terminated ABNORMALLY” = SWANcom/Known Issue
- SirsiDynix intervention required for mitigation
- Last several instances had minimal impact to daily operation
- Scheduling two additional weekly indexing reports

# Baker & Taylor Server Outage

August 17 ransomware attack brought down access to:

- Baker & Taylor phones & email
  - Libraries unable to contact Baker & Taylor
- Title Source 360
  - Libraries unable to order material
- Baker & Taylor FTP Server
  - Acquisitions Libraries unable to use EDI to send orders and receive invoices
- Aspen/ByWater removed Axis 360 (eRead IL eContent) launch for download

# How we protected SWAN

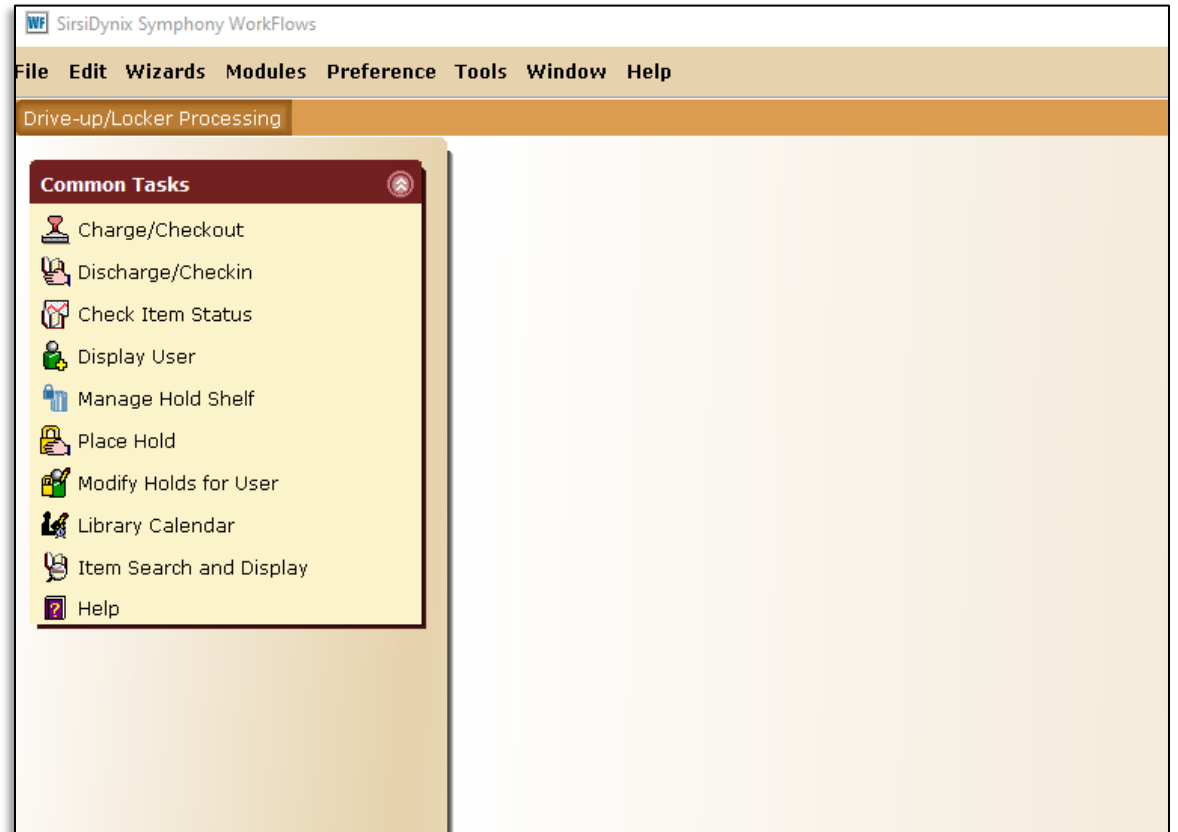
- Blocked Baker & Taylor vendor records from the EDI Send and Retrieval reports in WorkFlows Acquisitions
- Inspected past EDI files for anomalies
  - Incorrect file types
  - Invalid file contents
- Inspected EDI files brought in once access was restored
  - Incorrect file types
  - Invalid file contents

## Pseudo Libraries: Background

- When placing holds, a list of library policies is presented
- Bookmobiles (e.g.; BBS, GAS) exist already as similar; they don't always have items or patrons
- Library policies have a cost associated with them
- As more libraries add lockers and drive-up windows, new library policies can be purchased at a reduced cost since their use is simplified

# Pseudo Libraries: Implementation

- New library policies have the main library's three letter agency code followed by an underscore and one or two characters
  - Ex: INS and INS\_D, OPS with OPS\_LI and OPS\_LO
- Items will need to “transit” from main library to pseudo library





MessageBee

 UNIQUE  MESSAGE BEE


# MessageBee

- Messaging Service provided by Unique
- SWAN currently uses it for phone notification and is proposing the use for HTML and SMS notices
- Patron notices would be under “one roof” in MessageBee Portal
- Approval process (in progress)
  - If approved, it will be for all SWAN libraries

# MessageBee email notices

## Current email notice

Library renewal notice ↳ Inbox x

 **Your Local Library** <sirsi@catalog2.swanlibraries.net>  
to me ▾

██████████ 2114000 ██████████


The following items \*WERE AUTOMATICALLY RENEWED\*, please note their new due date. For more information, contact your local library.  
This is not a comprehensive list of checked out materials.

Title: Shame / Fox Searchlight Pictures presents ; a Film4 and UK F  
Call Number: BLU-RAY FEATURE SHAME                      Item ID: 31186008044158  
Date Due: 07/28/2022


Title: Green Mars / Kim Stanley Robinson  
Call Number: SCI ROB    Item ID: 31531001087607  
Date Due: 07/28/2022

Title: Blue Mars / Kim Stanley Robinson  
Call Number: Science Fiction Rob                              Item ID: 31539001539899  
Date Due: 07/28/2022

## MessageBee email



**DOWNLOAD THE HPL APP TODAY**



**HELLO Ron Swanson**

This is a courtesy notice to let you know that some items may be coming due soon. Items automatically renewed will display the new due date. To avoid late fees please return materials on the listed due date.

[Library Account](#)

For questions about your library account please contact your local library.

Library Locations	Renewal Guidelines
TITLE	Harry Potter and the Philosopher's Stone
CALL #	122456
BARCODE	12245
DUE DATE	08-29-20
STATUS	Hold

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**MY Link card!**

Houston Chronicle Digital Archives  
1901 - 2017

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# MessageBee Portal

1. Channel – Email, Voice, Text
2. Time period
3. Notification Type (hold, courtesy, overdue)
4. Notification Sub-Type (voice, email, text)



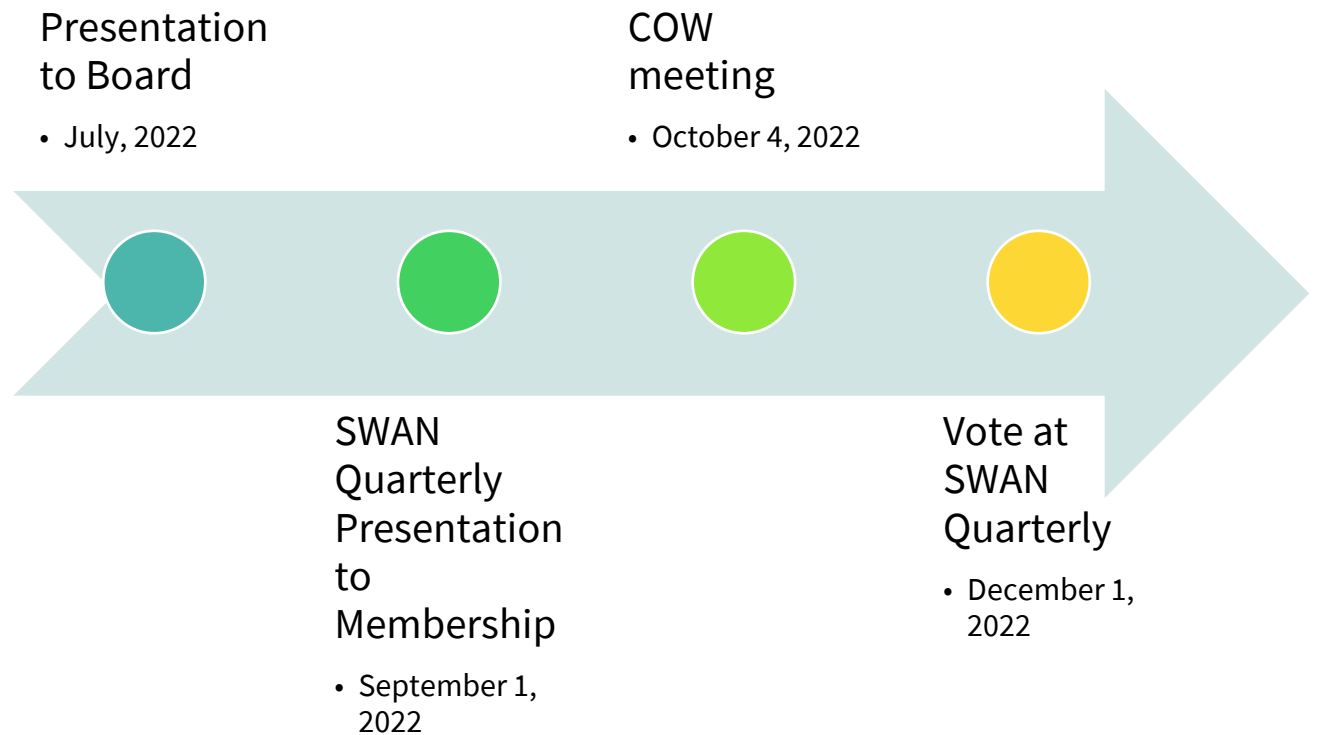
# Tracking Delivery

1. Search by Email, Phone #, or Barcode
2. Search terms
3. Notification Type (hold, courtesy, overdue)
4. Time span

The screenshot displays the MESSAGE BEE interface with a search results table. The table has columns for Notification Time, Notification Final Status, Phone, Barcode, Notification Type, and Preview. Two rows are shown, both with a status of 'Failed' and a failure reason of 'Recipient Phone Not Reachable (480)'. The search fields on the right include a search type dropdown set to 'Phone', a search term '1708', a notification type dropdown set to 'All', and a date range selector for August.

Notification Time	Notification Final Status	Phone	Barcode	Notification Type	Preview
8/23/2022 11:29:10 AM	Failed	+1708[REDACTED]	215[REDACTED]	SWAN Overdue - Phone	
Failure Reason: Recipient Phone Not Reachable (480)					
8/16/2022 11:19:33 AM	Failed	+1708[REDACTED]	215[REDACTED]	SWAN Overdue - Phone	
Failure Reason: Recipient Phone Not Reachable (480)					

# MessageBee approval process (in progress)



# BLUEcloud Analytics Accounts Update

To help manage BLUEcloud Analytics subscriptions, reports, and collaboration within your library, we have created shared accounts for each SWAN member library.

- Each library has been assigned a BLUEcloud Analytics account for shared staff use. The account names are: SWANLIBSXXX (replace the XXX with your library agency code in caps.)
  - Examples: SWANLIBSADS, SWANLIBSAMS, SWANLIBSBDD.
- Passwords are available to your library director and designated library staff.



## Support Site Migration/Upgrade

- Currently self-hosting Drupal 7 in Azure.
  - Drupal 7 EOL - November 1, 2023
- Migrating current site to Pantheon
  - Extended Drupal 7 support through 2026
  - Development sandboxing
  - Staging environments
  - Single-click rollback
- Upgrade to Drupal 9/10
  - Migrate current content and modules
  - Login using new SWAN SSO for libraries

# Single Sign-On Project

- Single login for most SWAN services
  - BLUEcloud
  - Support site
  - Ticketing system
  - Forums
- Multifactor Authentication

# Azure Defender

- Defender is Microsoft's current security suite
  - Endpoint protection
  - Log analytics
  - Security compliance framework enforcement
- Protection under single umbrella
  - Cloud assets
  - On-premise servers
  - User workstations


## The future of tickets

- SWAN averages 700 new tickets each month
- Our current ticketing system – OTRS – is aging
- Was ported over from RAILS
- OTRS lacks many desirable features
  - CRM integration
  - IdP integration
- Beginning to look at replacement options

# Open Discussion

# Continuing the Discussion

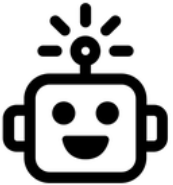
[SWAN Community Forums / Technology](#)



## SWAN Community Forums

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**Technology** 43



Continue the conversation from the SWAN Technology User Group! Have questions about Microsoft licensing, a new RFID implementation, or just curious how other folks tackle common IT problems? Ask questions, make suggestions, and interact with fellow Technology staff all over SWAN from the IT categor...

Need help getting started?



The banner features the SWAN Community Forums logo at the top left. Below it, the text "SWAN Community Forums" is prominently displayed. Underneath, there is a smaller line of text: "How to improve your SWAN Community Forums experience". At the bottom left of the banner, the date "MAY 11 (T, 2022)" is visible. The right side of the banner is partially obscured by a teal triangular graphic.

[How to improve your SWAN Community Forums Experience](#)

# Upcoming Meetings

- [SWAN Fireside Chat](#)
  - Tuesday, September 27<sup>th</sup>, 11am
- [SWAN Fireside Chat](#)
  - Tuesday, October 25<sup>th</sup>, 11am
- [SWAN RFID Users Group](#)
  - Thursday, October 27<sup>th</sup>, 10am



## Questions & Follow-Up

Send questions to our online ticketing system at [help@swanlibraries.net](mailto: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