



SWAN Technology Users Group

March 23, 2023

Agenda

SWAN Tech Users – March 2023

- ITSS Department Update
- Addison Joining SWAN
- Outage Tracking/Issues
- Security Initiatives
- Project Updates
- System Support
- Open Discussion

SWAN IT & System Support (ITSS) Team

- Ian Nosek
- Rudy Host
- Dave Pacin
- Ahren Sievers
- Michael Szarmach
- Vickie Totton



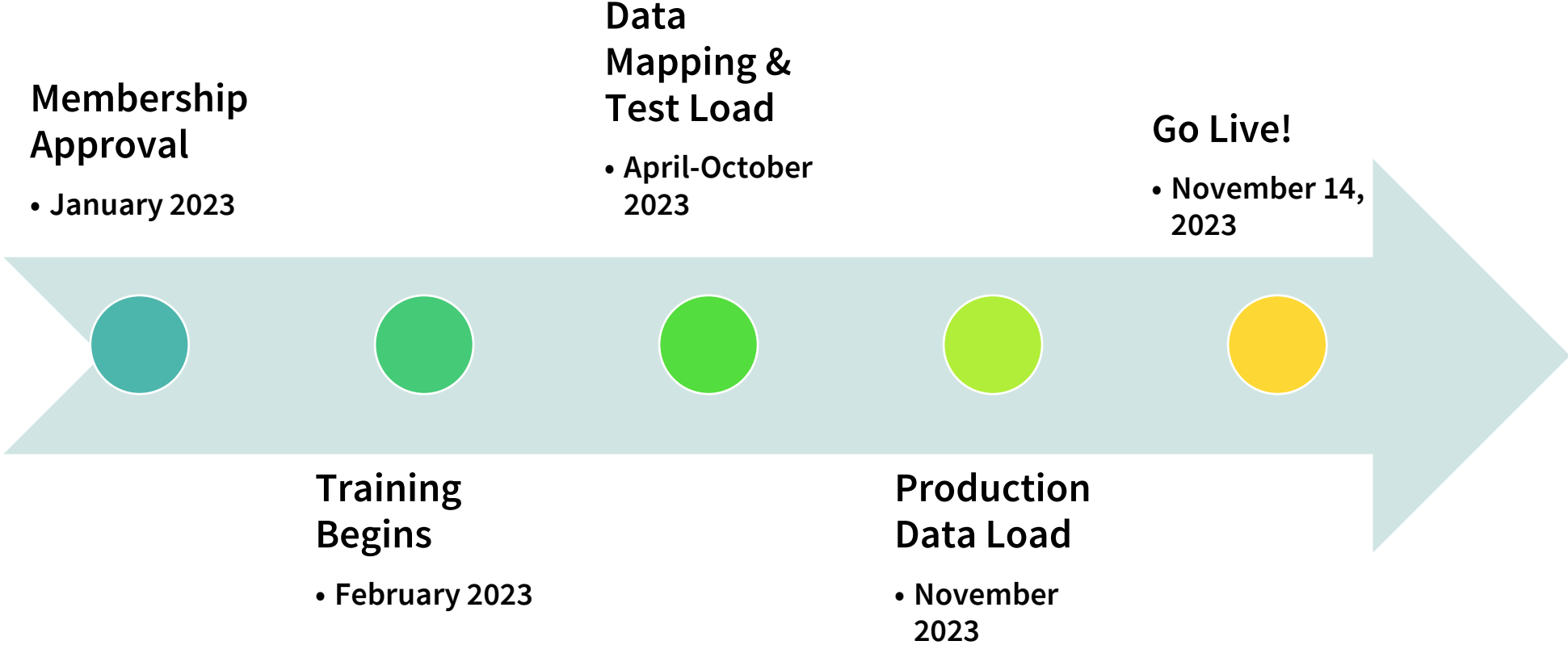
For support, please email help@swanlibraries.net

Addison Public Library joins SWAN

- SWAN membership approved the Addison Public Library to join as a full member of the consortia in a vote of 78 yes votes and 0 no votes
- The Addison project will be known as "SWAN101" internally to the membership
- Updates will be provided via Fireside and Quarterly meetings
- The circulation go-live will take place Tuesday, November 14, 2023



Addison Project Timeline



Outages & Notable Issues

Symphony indexing issues

- Indexing errors first reported late Friday afternoon
- Errors in ADUText portion of overnight maintenance Saturday
- 430k record edits queued for overnight processing Sunday
- 16k processed Sunday night
- ADUText delay Sunday morning
- Reports caught up around 1:30PM
- Further reports of issues Monday
- Targeted Reindexing restored records
- Two records edited on Friday exceeding limit for 700 tag entries
- ADUText encountered bad records and stopped processing
- Modified system parameters to prevent recurrence

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

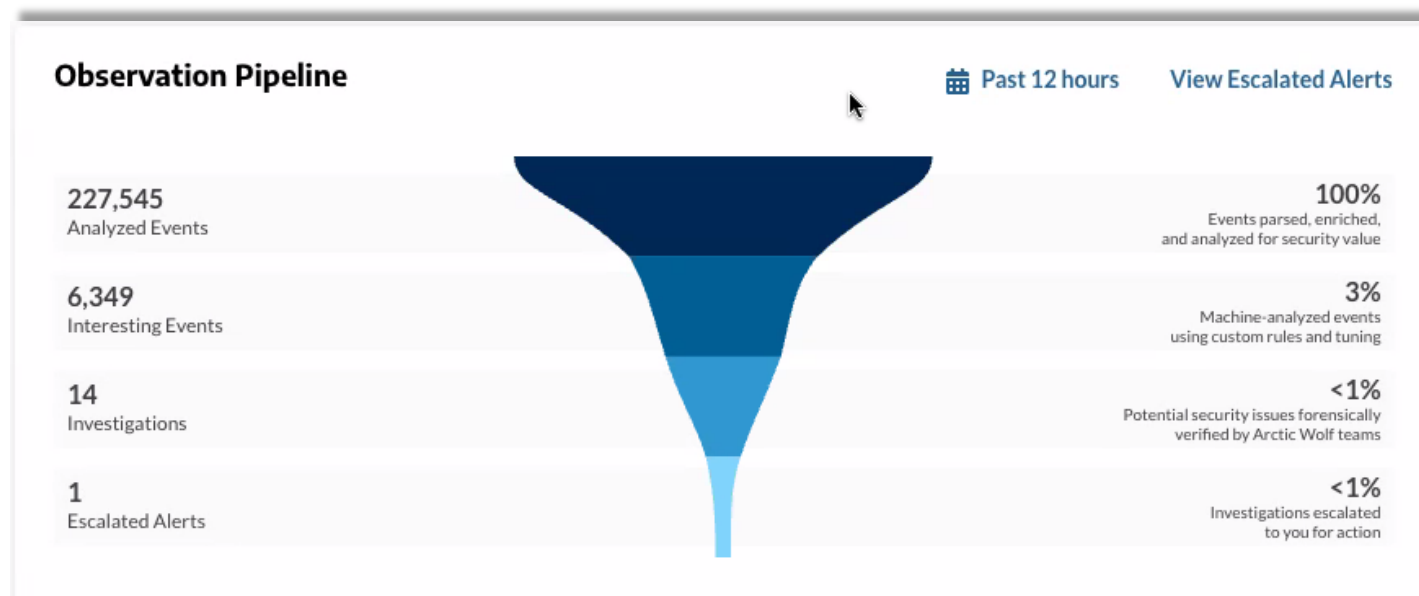
How we protected SWAN

- 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
 - Inspected any incorrect file types or invalid file contents
 - No issues detected

Security Initiatives

Managed Detection & Response

- Monitors all network nodes
- Collects and analyzes logs
- Assess threat potential
- Improve Signal to Noise ratio
- Breach Remediation
- Incident Response Plan



TLS-SIP2 Conversion

- While SIP2 traffic is unencrypted, SWAN is actively working to increase the security of all transmitted PII
- TLS-SIP2 encrypts transmitted data via Transport Layer Security (TLS) SirsiDynix supports TLS-SIP2 natively in our current version
- All SIP2 connections internal to the library (reservation systems, self-checks, etc.) are encrypted by way of the VPN tunnel that connects each library to SWAN
- Some external vendors are now encrypted: Overdrive, Hoopla, ComicsPlus, ABC Mouse

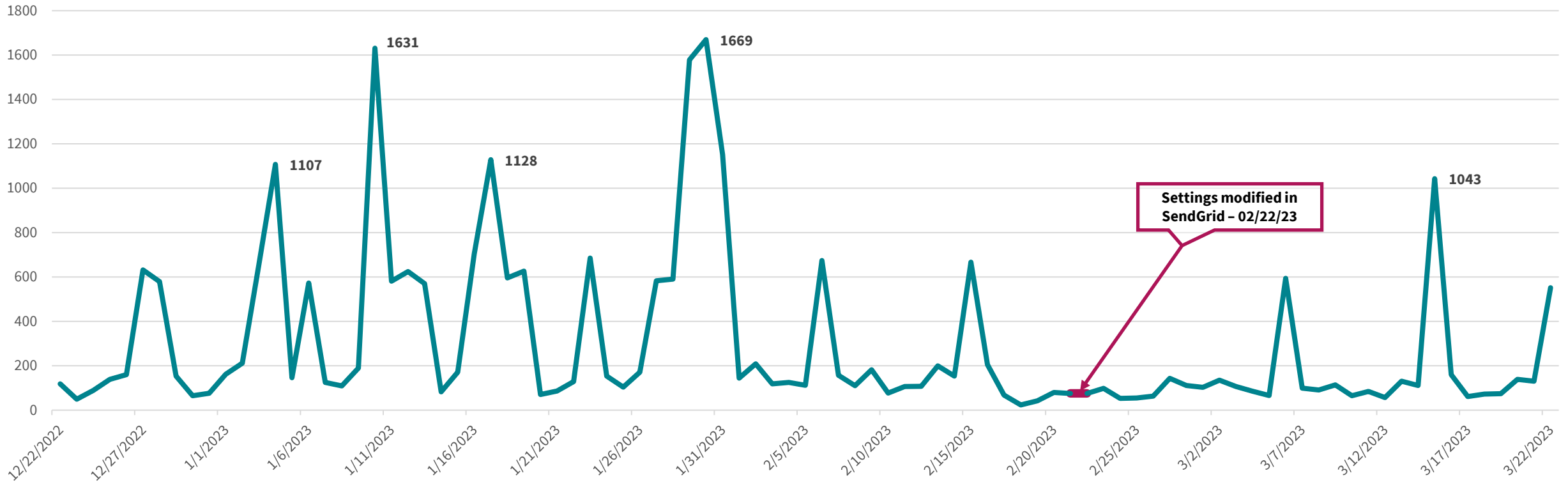
Email Issues & Clean-up

SendGrid Deliverability

- Increased number of ‘bounce drops’ observed in January 2023
- Worked with Twilio support to identify configuration options to improve deliverability
- Ensured all SWAN-owned domains are fully validated with SendGrid
- Bounce list was cleared, allowing previously dropped emails to process
- Continuing to monitor deliverability over the next several weeks

Month/Yr	Total Emails Sent	Success Rate	Email Addresses Bounced	Email marked SWAN as SPAM	Invalid Emails	Blocks	Bounce Drops	Spam drops
January, 2022	414,381	96.94% (401,716)	645	31	153	2,772	8,653	1,696
February, 2022	385,196	96.97% (373,511)	1,551	38	116	3,102	7,365	1,077
March, 2022	418,531	97.67% (408,766)	523	37	120	2,357	6,274	1,382
April, 2022	390,872	97.72% (381,971)	563	43	153	1,969	5,402	1,622
May, 2022	414,381	96.94% (401,716)	645	31	153	2,772	8,653	1,696
October, 2022	446,583	96.80% (432,311)	618	48	273	2,919	9,567	2,247
November, 2022	417,528	96.58% (415,344)	563	37	294	2,978	9,877	2,344
December, 2022	402,970	96.42% (400,868)	455	45	244	2,917	10,208	2,316
January, 2023	446,637	95.12% (443,495)	727	45	255	4,652	16,958	2,392

SendGrid 'Bounce Drops' - Last 90 Days (12/22/22-03/22/23)



- Bounce Drops are emails dropped by SendGrid during pre-processing
- Email address added to bounce list upon first bounce-back from receiving server
- SendGrid will not attempt to send to this address until it is removed from the bounce list

Staff Offboarding

- You do:

- Update your organization affiliations in L2
- Open a ticket (help.swanlibraries.net) and let us know about departing staff



- What we do:

- Aliased email removal
- BLUEcloud Analytics account removal
- BLUEcloud Central account removal
- SWANCom unsubscribe
- The Current – SWAN Newsletter unsubscribe
- SirsiDynix Mentor account removal
- SWAN Community Forms account removal
- WorkFlows Personal Logins
- Inquisiq Learning Manage System
- Support Site account removal

Onboarding & Offboarding – SWAN Support Site
<https://support.swanlibraries.net/documentation/91662>

Project Updates

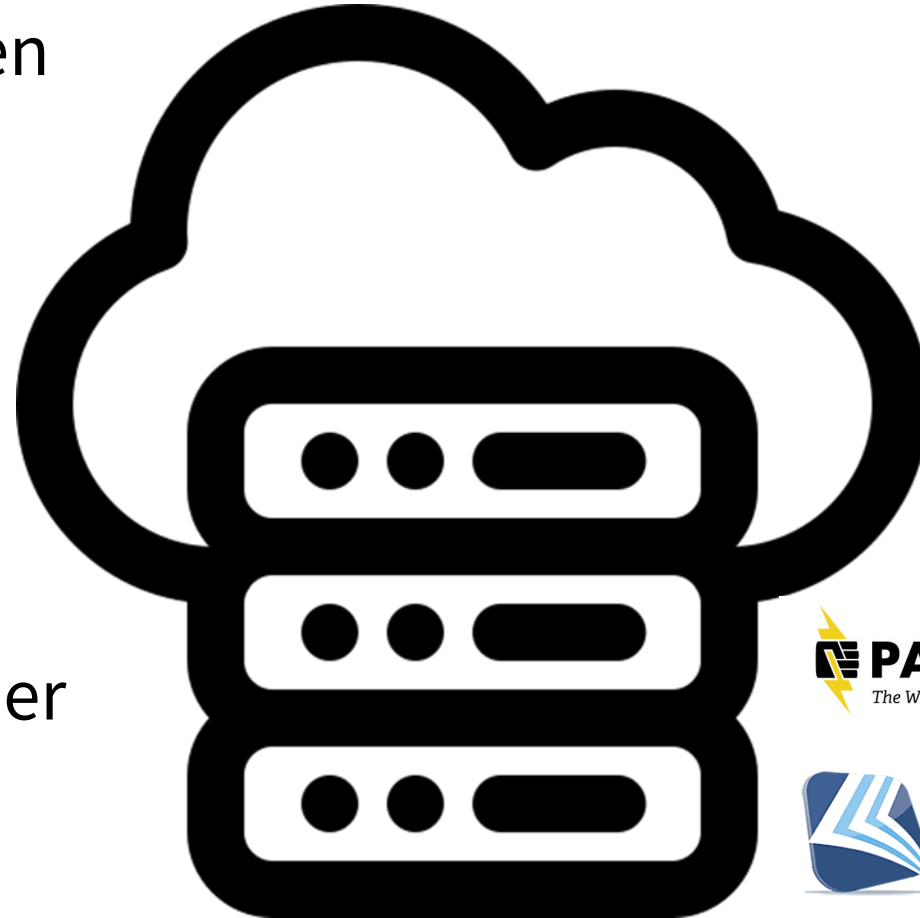
MessageBee

- Messaging service provided by Unique.
- SWAN has been using MessageBee for voice since 2021
- Voted on and passed at December 2022 quarterly meeting
- We've been working closely with Unique on template setup.
- We've begun live testing with SWAN notices
- We're reviewing remaining SWAN library templates
- Aiming for training in April



Support Site & Aspen Server Migrations

- SWAN Support Site and Aspen servers moved to hosted platforms
- ByWater Solutions hosting Aspen server
- Pantheon is hosting SWAN Support Site
- Allows SWAN to focus on other systems



SWAN On-Premise Infrastructure

- Hardware budgeted to be replaced this year
- Further reducing our physical footprint
- Two Hyper-V hypervisors, HA firewalls, Synology NAS
- Reduce to Synology NAS and single firewall
- New Synology supports Docker/Virtualization
- Systems that can't move to Azure can live on Synology



CLOUD



ON-PREMISE

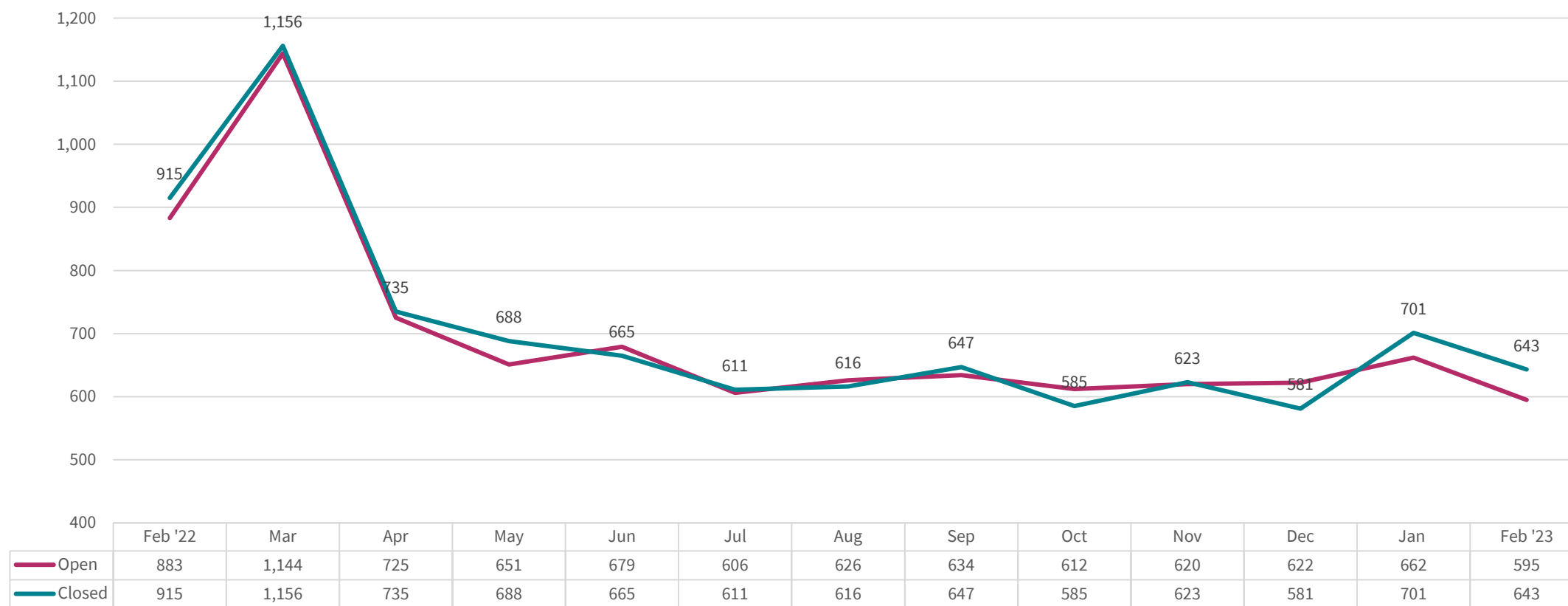
System Support

SWAN IT & System Support Project Retrospective

- SonicWall Replacements
- Vendor Integration
 - Collection HQ
 - Patron Point
- 18 Pseudo Libraries
 - 5 Drive up
 - 11 Lockers
 - 2 School Districts
- TLS-SIP2 Migrations
 - OverDrive
 - Hoopla

Support Ticket Retrospective

SWAN Support Tickets February 2022 - February 2023



WorkFlows

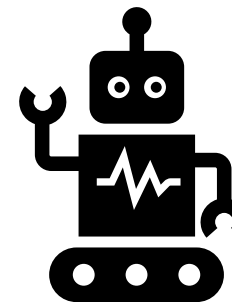
- Inventory Project Assistance
- Days Closed
- Renovation Projects (in conjunction with SWAN Bibliographic Services)
- Fine Free Projects
- Troubleshooting oddities
 - Default Settings adjustments
 - Circulation and Hold Map consultations and adjustments
 - Creating cases with SirsiDynix for further troubleshooting

Manual Database Maintenance



- Patron Record Cleanup – Monthly
 - Reports delivered to libraries listing mis-matched Library and User Profile fields
- National Change of Address - Annual
 - Update address in patron record
 - Insert note with old address
 - Create reports for libraries
 - Patron record removal upon request from library

Automated Database Maintenance



- Custom Longoverdue - Weekly
 - Shelf Check report delivered
 - Removal of items at least 1 year overdue
- Missing Item Record Purge – Monthly
 - Shelf Check report delivered
 - Removal of items missing at least 1 year
- Patron Record Purge - Monthly
 - Email delivered with link to that month’s dossier in BLUEcloud Analytics
 - Removal of patron records inactive for 8 years

MobileStaff Documentation Update

Did you know you can use MobileStaff with Wi-Fi or a mobile hotspot to:

- Process your holds pull list
- Manage Holdshelf
- Scan your items for inventory
- Create weeding lists and process items
- Mark item used
- Access Symphony off-site

[MobileStaff Setup](#)

[Introduction to MobileStaff](#)



Open Discussion

Upcoming meetings

[See SWAN's events on L2](#)

- **Monthly Office Hours**

- April 3, 10:00 am - Cataloging
- April 5, 2:00 pm - Circulation & Hold Map
- April 12, 10:00 am - Circulation/ILL/Outreach
- April 12, 2:00 pm - Aspen
- April 19, 2:00 pm - BLUEcloud Analytics

- **Meetings**

- April 6, 12:00 pm - Comics Plus Demo
- April 11, 9:30 am - Aspen Users
- April 13, 9:30 am - Cataloging Advisory
- April 19, 9:30 am - Circulation Users
- April 21, 9:30 am - SWAN Board Meeting
- April 24, 1:30 pm - SWAN Directors' Coffee Hour
- April 27, 9:30 am – SWAN RFID Users

Office hours are free-form, without an agenda. Bring your questions, ideas you'd like to share, and request demonstrations of how to perform functions/tasks.