



SWAN Technology Users Group

March 28, 2024

Agenda

SWANTech – March 2024

- Security Initiatives
- Project Updates
- System Support
- Open Discussion

Security Initiatives

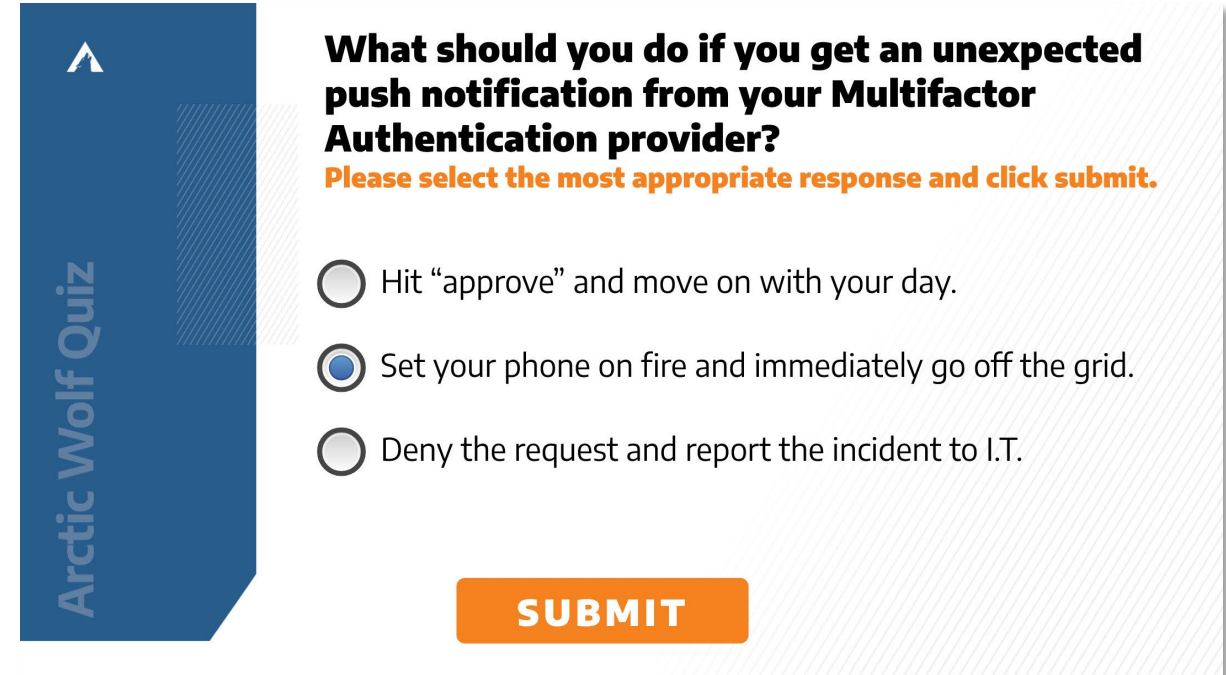


Arctic Wolf

- 9 months after Go Live (July 2023)
- All systems and endpoints are connected to Arctic Wolf's Systems
- External Visibility Assessment Complete
- Public Document Search!
- Developing Disaster Recovery and Incident Response Plans

Arctic Wolf

- Managed Security Awareness
 - Phishing Simulations
 - Training Videos
 - Quizzes
- Keeping SWAN (your) data safe
 - Baker & Taylor
 - Gallery Systems (Museum Software)
 - British Library
 - Toronto Public Library

The image shows a quiz interface for Arctic Wolf. On the left is a dark blue vertical sidebar with a white upward-pointing arrow at the top and the text "Arctic Wolf Quiz" written vertically. The main area has a light gray background with a diagonal line pattern. It contains a question in bold black text, a sub-instruction in orange text, three radio button options, and an orange "SUBMIT" button at the bottom right.

Arctic Wolf Quiz

What should you do if you get an unexpected push notification from your Multifactor Authentication provider?
Please select the most appropriate response and click submit.

Hit “approve” and move on with your day.

Set your phone on fire and immediately go off the grid.

Deny the request and report the incident to I.T.

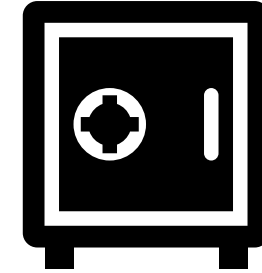
SUBMIT

Google & Yahoo! Email Spam Prevention



- Changes seek to reduce number of unsolicited/malicious emails
 - Announced October 2023, effective February 2024
- Bulk email senders required to implement email authentication methods to validate sending domain.
 - Sender Policy Framework (**SPF**)
 - DomainKeys Identified Mail (**DKIM**)
 - Publish Domain-based Message Authentication, Reporting, & Conformance (**DMARC**) policy
- Grace period until April 1
 - 30% of noncompliant email temporarily held – Rejected after 4/1

WorkFlows Passwords Update



In-process now

- Quick 20-30 minute Zoom meeting to update and test WorkFlows passwords, confirm alias email accounts, and library L2 affiliations
- 48 libraries have already updated or scheduled meetings to update WorkFlows login passwords

Coming up

- We will begin contacting the remaining libraries in April
- Annual WorkFlows password updates
 - Minimum of 8 characters
 - Uppercase and lowercase letters
 - At least one number (ex. 0-9)
 - At least one symbol (ex. !@#\$%)

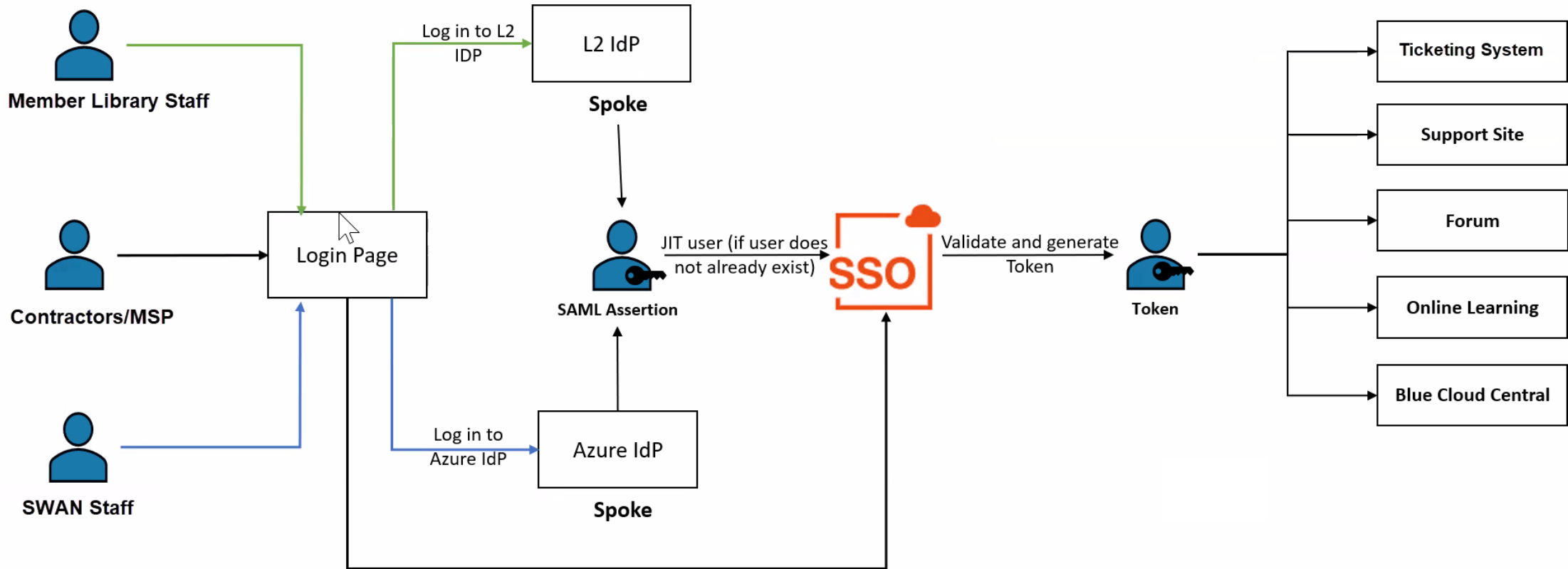
Project Updates

Single Sign-On



- PingOne SSO will be used to consolidate authentication to SWAN services
 - Multifactor enabled/optional
 - Will continue to use L2 for identity
- Initial architecture call last Thursday – admin training this afternoon!
- Fully bespoke and extensible with full API access
- SWAN Community Forums likely first to onboard
- Weekly progress meetings with implementation team

Login Process



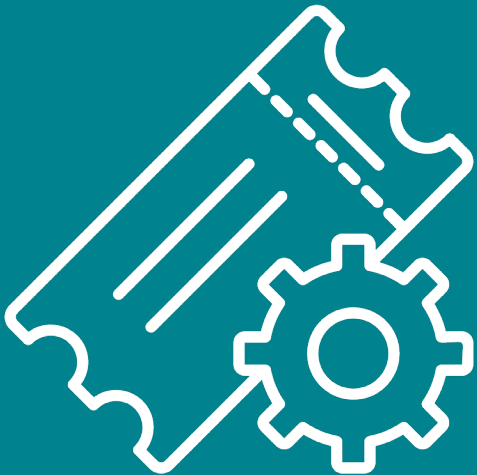
Symphony 4.1 Upgrade

SWAN WorkFlows Client Release



- Targeting early May for go-live
 - Awaiting installation date confirmation
 - Go-Live on Tuesday
- New client installation required
 - Standard and Silent (for GPO distribution) MSI packages
 - Clients may be updated as soon as installer is officially published
- Installer will be available well in advance
 - Looking for testers –send us a ticket!
- More info to come...

Ticketing System/CRM



- In final evaluation stage
- Evaluating Halo ITSM and Zoho CRM Plus
- Ticketing/IT Help Desk
- Customer Relations Management (CRM)
- Both platforms are customizable and can integrate with upcoming SSO solution



NCOA 2023

Making the process more efficient

GIS data hidden (not visible in WorkFlows)

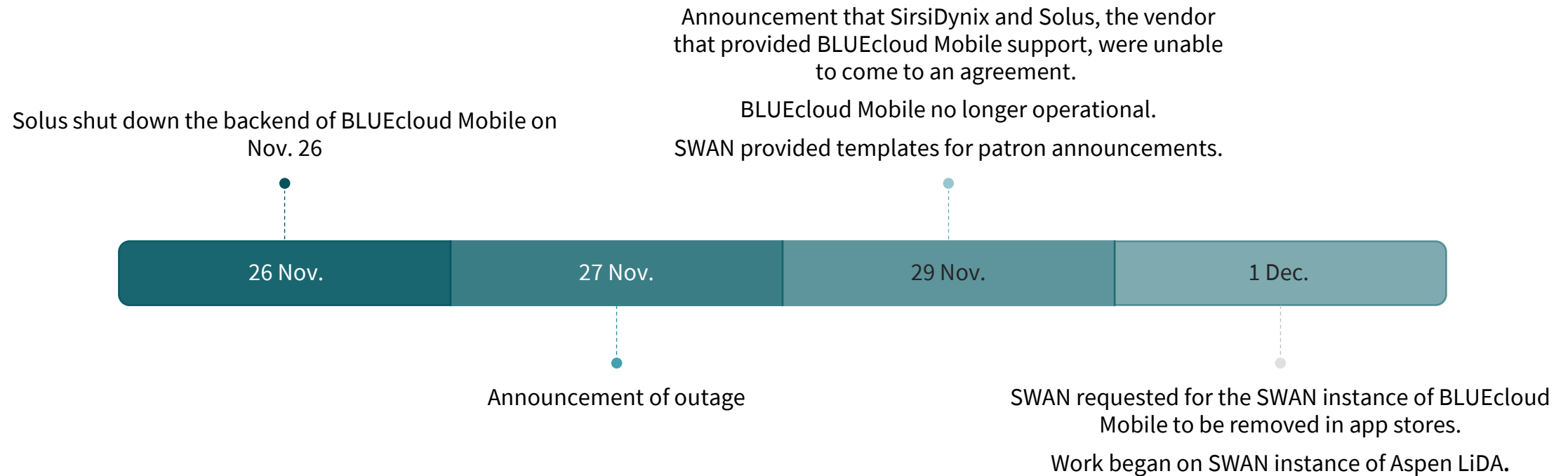
- 967,712 user records submitted to UMS
- 32,581 flagged
- 552,848 not flagged but active in last year
- Able to process 220 rpm = 42 hours for processing
- UMS returns GIS data for all records
- Cut down to 121,415 records, which works out to 9.5 hours



- SWAN libraries have been using since last summer for bill, hold and overdue notices
- The next piece is List Communications, which allows library staff to send notices for things such as upcoming events or a welcome to the library message to newly registered patrons.
- Demos this afternoon at 1:30 PM and tomorrow at 11 AM. Register in L2 if you'd like to attend.

System Support

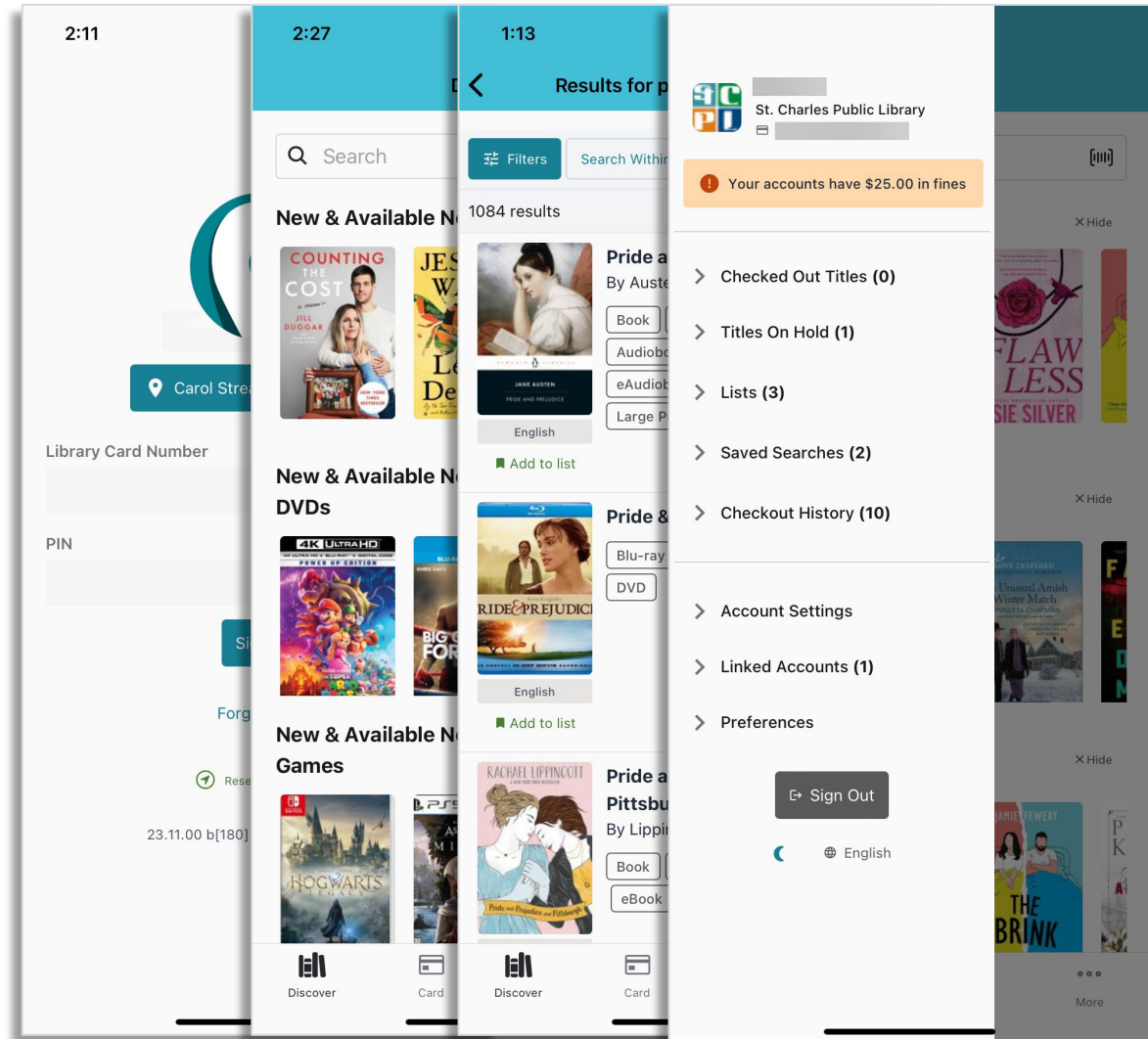
BLUEcloud Mobile outage timeline



SWAN Libraries +



Available on Android and iOS



On-demand consultations

- Meeting with SWAN staff via Zoom
- Select '**Book a Consultation**' on SWAN Support Site
- Consultations are 30 minutes, but can accommodate longer



[News](#) [Members](#) [Meetings & Trainings](#) [Documentation](#) [Help](#) [About](#)

MEETINGS

[Meetings & Documents](#)

[User Groups](#)

[L2 Library Learning](#)

[SWAN Expo Presentation Archive](#)

[Full Calendar](#)

TRAININGS

[Upcoming SWAN Training](#)

[Tutorials & Training Resources](#)

[SWAN Online Learning](#)

[Book a Consultation](#)

[Circulation Mentor Program](#)

Pick your topic and available slot

- Acquisitions
- Cataloging
- Circulation configuration
- Library collection projects
- MessageBee
- AspenDiscovery/LiDA
- Partnerships
- Other

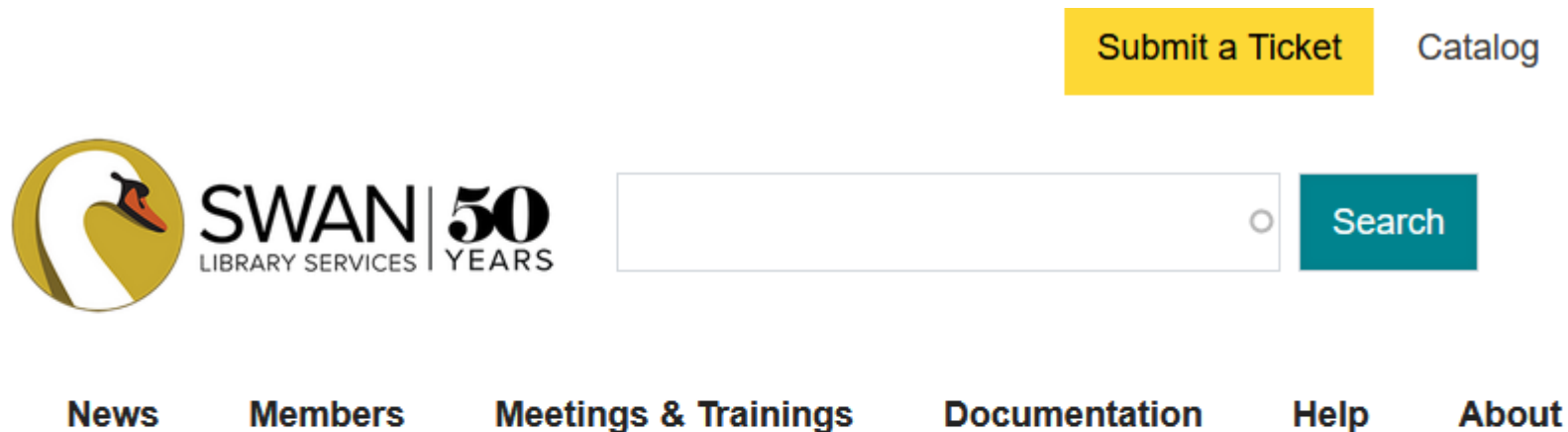
🌐 (GMT-06:00) Central Time - Chicago ▾

Calendar interface showing availability for Tuesday, Wednesday, Thursday, and Friday. The interface includes a back arrow, a selected date (Tuesday 27), and a list of available time slots for each day.

Day	Date	Availability
Tuesday	27	No availability
Wednesday	28	10:00 AM, 11:00 AM
Thursday	29	11:00 AM, 1:00 PM, 2:00 PM
Friday	1	No availability

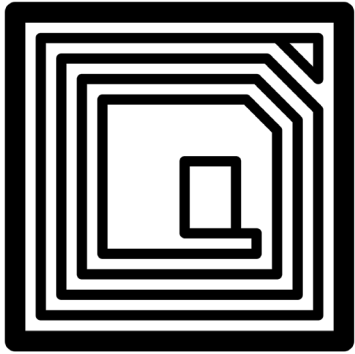
Ticket Submission Form

- Submit a ticket directly from our support site
- Search results based on ticket subject
- E-mail ticketing always available



[Help](#) / [Request Forms](#) / [Submit a Ticket](#)

Submit a Ticket

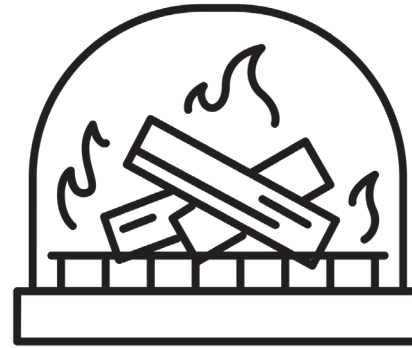


SWAN RFID User Group

✓ *Thursday, April 25 @10AM*

Join us to discuss all things RFID!

[Register on Zoom](#)



SWAN Monthly Fireside Chats

✓ *3rd Tuesday every Month @ 11AM*

Updates on all things SWAN!

[Register on Zoom](#)

Open Discussion

- Projects?
- Successes?
- Failures?
- Questions?
- Stories or Anecdotes?