IT Advisory Group
October 16, 2018
9:30 AM, CCS Office

Roll Call:
Warren Dawkins, Ela
Sean Epple , Zion-Benton
Allen Bettig, Glenview
Jason Katsion, Fox River Valley
Denise Grandon, McHenry

Also present: Rebecca Malinowski, Mieko Fujiura-Landers

Additions to the Agenda:
There were no additions to the agenda.

Linked Data Setup:
R. Malinowski reviewed the purpose of linked data and how the current setup differs from when CCS first established linked data. Information about linked data setup has been shared on the IT listserv. Questions from the listserv have been posed to Zephiera; the company has been very responsive in providing answers. Additionally, more information on linked data can be found on library.link.

The Advisory Group was invited to share any additional questions at this time, or if there were questions they anticipate the wider group having. Questions included the following:
1. Will search result hits to linked data be more effective if a greater number of libraries sign up? A: Theoretically, yes.
2. Is there any additional setup required by libraries on library.link? A: No, there are no additional actions to take through library.link.
3. If library.link is set up but libraries do not take action, will there be a negatively affect performance/experience? A: No.
4. Will there be any downtime during setup or implementation? A: No.

The group also reviewed a couple of the questions posed in the IT listserv that CCS will follow-up with Zephiera on. First, there were questions on if domain forwarding or using a CNAME record would be the preferred option. Second, was a question over security issues with creating a subdomain. CCS will follow up with staff who have existing security questions.

Action: CCS will follow up with Zephiera on pending questions. CCS will also create a timeline on when pages will be set up and a page on the Portal about linked data to capture email conversations.

Polaris Upgrade:

The CCS training server will be upgraded to Polaris version 6.1 this Thursday, October 18. The upgrade will be entirely handled by Innovative. During the upgrade, Morton Grove test data will be loaded into the training server. The date for upgrading the production server to 6.1 will be finalized by mid-November. The group discussed possible questions regarding the upgrade and provided input on post-upgrade data testing.

There are two parts to testing after an upgrade: testing the new features and testing the existing data and functionality to identify potential bugs. The group considered common challenges to testing data, particularly allocating staff time for testing, scheduling, and providing staff with guidance. Suggestions to create documentation for staff, offering incentives, and setting aside official time during the workday (either as a department, library, or CCS-led training) for testing were discussed. It was suggested that testing focus on departments or groups of tasks so the most attuned eyes can spot discrepancies in certain types of data/functions.

Action: CCS will publish the "What's New in 6.1" document to the Portal and create a summary for staff. CCS will create testing activities for staff to use. Reminders will be sent to IT staff to update links.

Idea Lab Overview:

The Idea Lab (https://idealab.iii.com) is a partnership between the Innovative Users Group and Innovative to develop enhancement requests. Any staff can sign up for an account to submit and review ideas. CCS demonstrated how Idea Lab is used, and looked at both the Always Open Space and the more organized Challenges. IT staff are encouraged to submit ideas relevant to the IT process. CCS will demonstrate Idea Lab at the next IT Technical Group meeting.

Brainstorm IT CE Topics:

The group considered potential continuing education topics to bring to IT Technical Group meetings. Ideas included:

1. Using the PowerSearch mode; saving searches
2. The "backroom" - interfaces and options that CCS work with to provide staff with greater context
3. Public services crash course - introduce IT to public services functions and features in Leap/staff client to improve communication between staff

4. RAILS adhesive routing labels - review tips and tricks Glenview found during this pilot program with RAILS

IT-Related Policy Review

The CCS Governing Board Policies is in the process of being revised, and the Advisory Group reviewed and made recommendations on several sections related to IT.

Third Party Product Integration:
This policy covers new product integration. There was a recommendation to include examples on how to verify that new vendors are compatible with the ILS.
Motion to recommend the Third Party Product Integration policy as amended: moved by W. Dawkins and seconded by A. Bettig. Motion passed by voice vote.

Staff Client in Wireless Environments & Data Security and Retention:
CCS is proposing combining elements from each piece into one policy that would cover the components that are policy-related. The policy would focus on the responsibilities of library staff in the context of database access. The group commented that the difficult part is enforcing such a policy. R. Malinowski said the policy is vague in order to allow libraries to adapt and use their own procedures. Requests for related materials included creating a separate best practices document for staff to follow, compiling a list of staff who are authorized to create and deactivate account, and disseminate best practices for password management tools.

Data Breach:
This section will be reviewed by CCS's attorney. The group suggested it would be helpful to have documentation on what to review with staff during onboarding related to data security. CCS is also updating the data retention policy.
Motion to recommend Database Access and Report Security sections to Bylaws & Policy Committee: moved by A. Bettig and seconded by S. Epple. Motion passed by voice vote.

Adjournment

The meeting was adjourned at 11:17 a.m.

Who	What	When
R. Malinowski	Follow up with Zephiera on linked data questions	October/November 2018
CCS	Create linked data timeline and informational page on portal	October/November 2018
CCS	Add 6.1 upgrade information to portal	November 2018
CCS	Create upgrade data testing documents for staff	November 2018
CCS	Send upgrade reminders and information to IT staff	Ongoing - through production upgrade