

IT Technical Group Minutes

September 13, 2022

Zoom

Call to Order

Allen Bettig. called the meeting to order at 9:35 am.

Roll Call

Attended the zoom meeting.

Algonquin Area Public Library District	
Cary Area Public Library District	Linda Conn
Crystal Lake Public Library	Sonya
Des Plaines Public Library	John Lavalie
Ela Area Public Library District	
Evanston Public Library	Tyler Works
Fox River Valley Public Library District	Erin P
Fremont Public Library District	
Glencoe Public Library	
Glenview Public Library	Allen Bettig
Grayslake Area Public Library	
Highland Park Public Library	
Huntley Area Public Library	
Indian Trails Public Library District	
Lake Forest Library	
Lake Villa Public Library District	
Lincolnwood Public Library District	
McHenry Public Library District	Kevin Krewer
Morton Grove Public Library District	
Niles-Maine District Library	Richard Wozniczka
Northbrook Public Library	
Palatine Public Library	Susan Conner
Park Ridge Public Library	Michael Pocrnich
Prospect Heights Public Library District	

Round Lake Area Public Library District	
Wilmette Public Library District	Christine Hightower
Winnetka-Northfield Public Library	Mark Swenson
Zion-Benton Public Library District	
CCS	Rebecca Malinowski, Robert Barth

Acceptance of previous minutes

Minutes were accepted by unanimous consent.

Reports of CCS Staff

Rebecca and Bob reported on the following items:

- Polaris currently does not have multi-factor authentication. According to the insurance policies of most libraries, this would not be required for Polaris
- CCS is investigating the number of terminal servers each library is using.

Old Business

- None

New Business

- Cloud based managed platforms for phone systems
 - Winnetka uses Ring Central. Their pricing is based on the number of licenses and how many devices are leased
 - Crystal Lake uses Shartel (not sure if spelled correctly). They informed the library that they are no longer providing onsite service and recommend Ring Central
 - Palatine uses First Communications. They have had a good experience with their service
 - Park Ridge uses Sound Inc. They are located in Naperville and are not cloud based but do offer onsite support.
- Intranet Platforms other than GSuite or Office 365
 - Winnetka uses a local web server in addition to Office 365
 - Glenview was on SharePoint and moved to Office 365

- Crystal Lake is using SharePoint 2010 and is looking to move to Office 365 in the future
- ISP's other than Comcast or ICM
 - Park Ridge was using Astound which became Wow. They have had no major issues.
 - Palatine uses Unite Private Networks. They have a fiber line as part of a contract with the Village of Palatine
 - McHenry uses AT&T as their main fiber line with a failover to Comcast
- Crystal Lake asked if any other libraries used ScanEZ and their thoughts
 - Most libraries were familiar with or already using ScanEZ.
 - No major issues other than problems with card readers
 - Some patrons at Palatine complained it was too complicated when just trying to make a regular photocopy
 - Niles recommended an antenna booster from TBS for issues with card readers
- Palatine asked about moving to an honor system for printing and copying
 - Other libraries have tried but there were always some patrons who took advantage of it
 - Fox River Valley offers 5 free pages per day
 - Park Ridge, Wilmette, and Niles-Maine do not charge for faxes. Niles-Maine pays \$1200-\$1500 per year for faxes depending on the number sent and if they are international or not
 - Wilmette made printing free during the pandemic
- Fox River Valley asked about what others are doing with MFA on their VPN
 - Glenview uses Microsoft Authenticator
 - Palatine uses ConnectWise and has staff try to use SharePoint and OneDrive vs a VPN into the network
 - Crystal Lake uses a VPN through SonicWALL

Next Meeting Time

The next CCS meeting will be on December 13, 2022 @ 9:30am via zoom.

Adjournment

Motion to adjourn was made and seconded. Motion passed unanimously @ 10:22 am.

Submitted by Kevin Krewer