# IT Technical Group Minutes

March 19, 2024

Zoom

## Call to Order

Mark Swenson called the meeting to order at ~9:33 am.

## Roll Call

Attended the zoom meeting.

|  |  |
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| Algonquin Area Public Library District | Erin Maiero |
| Cary Area Public Library District | Linda Conn |
| Crystal Lake Public Library | Sonya Jimenez |
| Des Plaines Public Library | John Lavalie |
| Ela Area Public Library District |  |
| Evanston Public Library | Tyler Works |
| Fox River Valley Public Library District | Erin Pastes, John Sabala |
| Fremont Public Library District |  |
| Glencoe Public Library | Justin Franklin, Becky |
| Glenview Public Library | Michael Drozdowski |
| Grayslake Area Public Library |  |
| Highland Park Public Library | Ken Berns |
| Huntley Area Public Library | Kevin Stinger |
| 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 |  |
| Northbrook Public Library |  |
| Palatine Public Library |  |
| Park Ridge Public Library | Tim Brzny |
| Prospect Heights Public Library District | Nora Mastny |
| Round Lake Area Public Library District |  |
| Warren-Newport Public Library | Smruti Savarkar |
| Waukegan Public Library | Issac Salgado |
| Wilmette Public Library District | Christine Hightower, Michael Pocrnich |
| 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

* CCS has hired a new Member Services Associate – Kiara Lyons
* Marcin Urbanski is still out on leave indefinitely.
* On 2/27 CCS upgraded Polaris to 7.5. Libraries should have updated their offline client and files. It is recommended to update the offline files at least once per month.
* CCS will be sending out a Member Engagement survey within next two weeks

## Old Business

* Member elections coming up next meeting

## New Business

* **Self-check systems**
  + FRVPL currently has older Bibliotheca machines and are looking to replace them. They are looking for information on what others are using.
  + A form will be sent out to survey other libraries
* **Shared vendor list.**
  + There was a spreadsheet in the past but it has become out of date.
  + Discussed finding a sustainable method to create and maintain a new list.
  + CCS was open to hosting a list but it would be up to libraries to update and maintain it regularly
* **Ticketing systems**
  + Some mentioned were Spiceworks, ZenDesk, Freshdesk, Basecamp, and Support System
* **Data warehouse solutions for reporting.**
  + Evanston is using Looker Studio and is looking into other solutions
  + Winnetka uses an internal data collection website with MySQL databases and uses PowerBi to create SharePoint reports with that data
  + CCS is looking into integrating ILS data with other sources at the consortium level.
    - CCS plans to include a goal to look into data analytics products with their future strategic goals.
    - Currently harvesting data from the Polaris database and storing it locally. Not all data is harvested or retained. There is a possibility of loading the history into a data warehouse but there is currently no data warehouse software running.
  + Some libraries mentioned currently just using a shared spreadsheet
  + WNPL is using Tablo
  + Evanston has their own interactive board dashboard with data.
* **Staff Laptops vs Desktops**
  + At Algonquin, Public Services staff and managers get laptops and circulation uses desktops
    - Service desk is set up with docking stations so all staff working the desk have laptops.
    - 40 laptops assigned to staff. There is no requirement to leave devices at work but staff are responsible for the device
    - Normally replaced every 5 years
  + WNPL has 90 staff and 30 laptops for programming staff and managers.
  + Evanston uses laptops for engagement staff and managers if they prefer it. Generic shared logins are used at desk stations vs roaming profiles
* **IT documentation platforms**
  + Glencoe uses Slab from Slack
  + Others mentioned were IT Glue, ZenDesk and Knowledge base
* **Alternatives to EZProxy**
  + Highland Park is using Ebsco Open Athens and is migrating from EZProxy
  + FRVPLD uses EZProxy
  + Most agreed EZProxy is expensive but they provide good service
* **ePay**
  + FRVPLD and Highland Park use comprise and ePay.
  + Winnetka switched to ePay for their self-checks.
* **KnowBe4**
  + Highland Park feels it works well and has reduced their number of clicks on phishing emails. They send out monthly training videos.
  + WNPL recommended using the phish alert button and showed a short demo of it.
  + Proof Point was mentioned as another alternative.
* **Event Calendars**
  + Library Calendar, Library Market, Communico are some that libraries are using.
* **Incident Tracking Software**
  + Downers Grove uses PITS
  + Some are not using any special software

## Next Meeting Time

The next CCS meeting will be on June 19, 2024 @ 9:30am via zoom.

## Adjournment

Motion to adjourn was made and seconded. Motion passed unanimously @ 10:53am.

Submitted by Kevin Krewer