# IT Technical Group Minutes

June 18, 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 |  |
| Fox River Valley Public Library District | Erin Pastes, John Sabala |
| Fremont Public Library District |  |
| Glencoe Public Library | Justin Franklin, Matthew |
| Glenview Public Library | Michael Drozdowski |
| Grayslake Area Public Library |  |
| Highland Park Public Library |  |
| Huntley Area Public Library | Kevin Stinger |
| Indian Trails Public Library District |  |
| Lake Forest Library |  |
| Lake Villa Public Library District | Glenn Galang |
| Lincolnwood Public Library District | Brian Wilson |
| McHenry Public Library District | Kevin Krewer |
| Morton Grove Public Library District |  |
| Niles-Maine District Library |  |
| Northbrook Public Library |  |
| Palatine Public Library | Shawn Erens |
| Park Ridge Public Library | Tim Brzny |
| Prospect Heights Public Library District |  |
| Round Lake Area Public Library District |  |
| Warren-Newport Public Library |  |
| Waukegan Public Library |  |
| 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 two new staff members
  + New Member Services Associate: Kiara Lyons- previously with WNPL. She will be doing general support and training
  + New User Experience Specialist: Gayatri Shah - recent graduate with a previous career in interior design
* Mt Prospect and Waukegan will be joining CCS and are in onboarding process
* Polaris Training has upgraded to 7.6
* Production will be upgraded in August. This will add more TS features to LEAP
* New SFTP support for EDI processes in 7.6
* Recent SIP outage – caused by an issue with API consumer overnight process job being locked up

## New Business

* **Nominations for new roles:**
  + Smruti Savarkar- possible vice chair
  + John Sabala - Secretary
  + Michael Pocrnich - Chair
* **Polaris IP whitelisting**
  + innovative will require IP whitelisting for all staff client access. This would not apply to Leap
  + CCS will send out a survey to libraries to get necessary IP address info.
* **AI** 
  + Question on any steps CCS and vendors taken to support AI initiative.
  + Bob from CCS was looking into Tableau Pulse which will analyze data and create statements on data.
  + Polaris Library IQ partnership - library IQ can analyze customer base/service area and determine what they would be most interested in
  + Catalog recommendations could benefit from AI but that would require patron identification
  + CCS has no current policies on AI but using data with AI would be covered under the privacy policy
  + FRVPLD is currently looking into creating staff AI policies
* **ADA Compliance for Digital Resources**
  + Are libraries reviewing ADA compliance in house or outsourcing
    - Winnetka – in house
    - Cary recommended contacting Office of Civil Rights for suggestions. They will look at websites and make recommendations
    - Rails webinar suggested having an ADA policy or E-Policy that mentions ADA compliance.
    - Having alt-text on all images is recommended
* **Shared vs Individual logins on staff computers**
  + Shared logins are not recommended by most cybersecurity insurance providers
  + Some libraries use generic logins for shared computers at a service desk (such as Circ1, Circ2, etc. for Circulation). Generic logins are used when all PCs have the same applications, same bookmarks, same desktop layout, etc. All staff members log into the applications on these PCs with their own credentials (LEAP, webmail, Teams (browser version), etc.)
  + Some libraries including McHenry have moved away from shared logins due to MFA requirements
* **Printing Software**
  + Most members using TBS MyPC, PaperCut, ePrint
  + Other solutions include envisionware
  + Several libraries report issues with Nayax card readers
    - Some signal issues
    - Issues with tap to pay requiring two taps and being confusing to patrons

## Next Meeting Time

The next CCS meeting will be on September 17, 2024 @ 9:30am via zoom.

## Adjournment

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

Submitted by Kevin Krewer