

Wisconsin Public Library Consortium
Technology Collaboration Operations Committee Notes
April 4, 2022 at 10:00 am
via zoom

ATTENDEES: Keetra Baker (WLS), Kerri Hilbelink (SCLS), Bill Herman (DPI), Pete Hodge (WLS), Andrew Hoks (SCLS), John Kronenburg (NFLS), Mellanie Mercier (BLS), Robert Nitsch (MLS), Lori Roholt (IFLS), Tou Yan (WRLS), Walter Leifeld (WRLS)

ABSENT: Eric Henry (MCFLS), Tony Kriskovich (NWLS), Kris Schwartz (IFLS)

GUESTS: None

PROJECT MANAGERS: Melody Clark (WiLS), Jennifer Chamberlain (WiLS)

Meeting started at 10:00 am.

1. Project Update – Deep Freeze

A demo was held on March 28, 2022. [The recording can be found here](#). The group discussed [Deep Freeze Cost Comparisons](#) as well as the demo. They were asked how they want to proceed.

R. Nitsch recommends that we pursue a 3-year agreement. Each library/system can choose the Deep Freeze product they are interested in. The pricing shared is almost a year old, so it needs to be adjusted to reflect current pricing.

Next Steps:

- R. Nitsch will get updated pricing from Faronics.
- We need to get exact counts of interested participants in a 3-year agreement, and confirmation on which product each library/system would like.
- Every library/system would continue to work with their respective sales representative, but purchases need to run through this collaboration to get this pricing.
- R. Nitsch will contact each system individually to gather interest. M. Clark will give R. Nitsch a list of contact people at each systems.
 - Contact people at systems present:
 - IFLS: Kris Schwartz
 - OWLS: Dave Bacon (and NFLS)
 - Bridges: Mellanie Mercier
 - SCLS: Andrew Hoks
 - WLS: Pete Hodge
 - WRLS: Walter Leifeld
- J. Kronenburg asked if they could get a trial of the full version. The amount of effort required to configure the product might make this challenging in a 30-day window. If a library or system is interested in a trial, they are welcome to contact their sales representative. There is a demo version available for testing.

2. Project Update – Data Dashboard

Project managers and Project Lead, Mellanie Mercier, have compiled some information on data dashboards. Project managers shared that DPI has reached out to WiLS about conducting a survey for them on the public libraries' data needs. The timeline for the survey is not set yet, but ideally this summer, with some focus groups held in the fall. DPI wants to understand what libraries and systems want from data, what their data confidence is, and how they want to use data to make decisions. It was shared that possible outcomes of this could be data training sessions or data cohorts with differing levels of data training and support. It is unclear as to where a dashboard would fit in with all of this, but it might be something that DPI wants to be involved in.

The group reviewed the [Data Dashboard Comparisons](#). It was asked how the group wants to proceed.

M. Clark shared that she connected with both Tennessee and Ohio state libraries. They are using a homegrown product that is open source and available on [GitHub](#). The software currently isn't set up for real-time reporting but could be if a developer was able to add to the code.

L. Roholt is interested in learning what proficiencies are required to administer various platforms.

B. Herman asked if they have identified data needs. M. Clark confirmed that the group did a survey that gathered this information. In short, the data needs/interests are many, with the majority of respondents indicating they would use the data for various reporting needs and other decision-making.

Next Steps:

- More research is needed to identify the technical proficiency required for various data platforms.
- M. Clark suggested we could ask the Technology Steering committee for feedback on what expertise might be available in the state.
- B. Herman will connect with folks at DPI to see where their interest lies.

3. Project Update – EZ Proxy

Project managers and Project Lead, Keetra Baker, have reached out to DPI to understand their interest in a potential statewide procurement/management of an authentication product as well as researched vendors. They are still waiting to hear of any interest from DPI. The group reviewed the [Authentication Products](#) and discussed next steps.

B. Herman can connect with E. Neumann for a DPI update.

EZ Proxy is the most popular software used in the state, and is often described as one of the easier software to implement. K. Baker and M. Clark did some research on other products including asking for price quotes (not yet received). M. Clark asked the committee if they want to review several products or just look into pricing from EZ Proxy.

Next Steps:

- While there is some interest in exploring other options, the committee feels just exploring EZ Proxy pricing at this point makes the most sense given the prevalence of users.

4. Idea Sharing

Background: This will be a standing agenda item for discussion.

During the meeting: The group will discuss new potential projects and consider the following questions.

- *What technology-related problems are you seeing within your library/system?*
- *Are there any major pain points you have with existing processes/procedures?*

NFLS: J. Kronenburg has been tasked with developing a cyber-security plan for their system and is looking for ideas from other systems on what they have done. They are looking to create training opportunities and best practices that can be used at the system level and with member libraries. P. Hodge shared a couple of resources including InfoSec and the [Center for Internet Security](#) which has some free resources for public entities. This organization can do some free scanning of websites and will identify vulnerabilities. General consensus among the committee is that creating a disaster recovery plan is a much bigger project.

WRLS: T. Yan is testing Deep Freeze MDM product for supporting mobile devices. Is curious how other libraries/systems are supporting mobile devices, if they are. T. Yan invited anyone interested in learning more to contact him.

Next meeting date: July 7, 2022, at 2:00 pm

Meeting adjourned at 10:47 am.