

**Wisconsin Public Library Consortium
Technology Collaboration Operations Committee Notes
July 8, 2021 at 1:00 pm
via zoom**

ATTENDEES: Keetra Baker (WLS), Bill Herman (DPI), Pete Hodge (WLS), Andrew Hoks (SCLS), Joshua Klingbeil (WVLS), Tony Kriskovich (NWLS), John Kronenburg (NFLS), Mellanie Mercier (BLS), Elizabeth Neuman (DPI), Robert Nitsch (MLS), Kris Schwartz (IFLS), Tom Teska (SCLS)

PROJECT MANAGERS: Melody Clark (WLS)

Meeting started at 1:00 pm

1. Updates from Technology Steering Committee

An update from the Technology Steering Committee was given. They met in May and are working to identify processes and procedures. They are currently discussing moving the Backup Collaboration project to the WPLC for governance. The group decided that the agendas for the Technology Operations Committee meetings should be sent out to the greater WPLC community via either the WPLC announcements list or another list so any interested IT staff could join in meetings. This will be done moving forward.

2. Project Update – EZ Proxy and DPI

At the last meeting, the group discussed the proposed EZ Proxy project. It was asked if the workaround that Badgerlink helped with during Covid for Ancestry.com might be a long-term solution. Project managers were tasked with connecting with DPI about this. Elizabeth Neuman of DPI joined the meeting to discuss Badgerlink's authentication solutions. She noted that during the pandemic, Proquest provided a URL for Ancestry and each library had their own set of credentials which was imbedded in the URL. This was then sent to Autographics and they set it up in their system and it's hidden behind their customized URL, so it looks to the end user very similarly as to how it does for the Badgerlink resources. The process is through IP address or a customized barcode login. So, the user can gain access by clicking on the link if they are on site at one of the libraries or, if not by IP, then it routes to the Badgerlink login page where they can use their barcode. This is set up thorough Autographics as well. It is a patterned barcode recognition, there is no connection for verification with the local ILS. This set up was done for Ancestry and is still in place right now. It has yet to be turned off.

They also do a similar thing for the Historical Society as they have a family record history section of Ancestry that they license and they needed an authentication solution. DPI did this for Wisconsin Public Television for their licensed content.

It was noted that a nice thing about doing this with IP is that you can get stats for the resources.

They haven't had any issues with the products not working so this authentication process has been working well, since 2008.

It was asked if DPI has looked into any state-wide authentication collaboration in the past. DPI has not done this for every library's resources. They have discussed how this would be very nice, but haven't pursued it because of their procurement guidelines. They have looked at some resources, like Open Athens, with federated identity which is great for connecting into different institutions. At a state scale they would look at how to make all of the connections as they work with schools as well. There might be a way to do something at the state level but would need to be investigated.

M. Mercier, who proposed a statewide authentication project, noted that it was good to hear that background information on how DPI authenticates.

It was asked if the Tech Ops group was to pursue a statewide collaboration around an authentication solution, if there would be any possibility for DPI to house the software and potentially manage/administer it. E. Neuman state that there is a possibility but DPI would need to discuss and if it would go through the current Autographics, there are limits on current DPI staff capacity.

The group was asked if a statewide authentication solution is something they want to pursue. K. Baker noted she does the EZProxy administration for all of the Winnefox libraries. They have 31 separate instances with EZProxy for each library and one for the system. As far as the time it has taken, the set up was a bit time consuming but after that, the maintenance has not been too time consuming. However, she noted, it would be great to have a state-wide solution for this as everyone is doing more with less now.

J. Klingbeil asked the following questions. What are the cost efficiency facets? Would there be dedupe of maintenance overhead? Would there be a scaled discount factor? Is a consolidated project potentially more efficient or is this more a track for unified funding (eg via LSTA) but still independently managed per agency? It was noted that the group doesn't have the answers to these questions right now, but would need to answer these if they wish to explore the proposal further.

M. Mercier noted that BLS just implemented a new EZProxy but it is hosted at their county as they don't have any servers locally and noted the impetus behind this idea was that if we are all recreating the same wheel, it would be more efficient if we could all use the same wheel.

The group agreed to move forward with a survey specifically for EZProxy to understand the current landscape and needs of Wisconsin libraries. Project mangers will put the survey together and send it to the group for review before it is sent out to the greater library community.

3. Project Survey Template

At the last meeting a lead was identified for two projects (Faronics/Deep Freeze and the Data Dashboard projects). The group drafted a survey template that could be used and modified for gaining interest from all WI systems and libraries. One for Deep Freeze was sent out and all systems have responded.

The group reviewed the survey results. R. Nitsch, project lead, noted that he has already reviewed the survey results and compiled the data. He noted there are approximately 4400

licenses needed, 4300 currently with Deep Freeze. His next step is to get in touch with a sales rep at Faronics and get a price for local hosting compared to cloud hosting. He will also look into a multi-year deal as that may include deeper discounts.

R. Nitsch will share out what he learns with the plan to take the Deep Freeze proposal to the Steering Committee at their next meeting on August 25th at 2:00 PM.

The group also discussed moving forward with a survey on the dashboard proposal. Project managers will create a survey for the group to review.

4. 2019 System Survey Tech and ILS

At the last meeting a system survey that had been sent out to IT folks in previous years was shared. The group discussed possibly updating this and using it as base for information. The group was asked the following questions for consideration?

- Are there any additional questions that should be added to either the Tech or ILS tabs?
- Are there any questions/sections that should be removed?

There were no changes noted during the meeting, but the group will have a week to review and send suggestions for change to project managers.

Project managers will then send the survey out to use as a base for Wisconsin Library IT information.

5. Idea Sharing

It was noted that this is a standing agenda item for discussion.

The group was asked 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?*

B. Herman noted that DPI will be holding a meeting for Wisconsin library IT folks in one week. The group will meet to discuss IT needs related to the potential use of American Rescue Plan Act (ARPA) funds for libraries in Wisconsin. The meeting is **Wednesday, July 14th from 1:00-2:30 p.m.**

Here is the Microsoft Teams meeting information:

Join on your computer or mobile app

[Click here to join the meeting](#)

Or call in (audio only)

+1 608-620-9781

Phone Conference ID: 190 690 290#

Prior to the meeting, please spend a little time reviewing this [ARPA Overview and Background](#) information. We will have time at the beginning of the meeting to answer any questions about the background. If you do have any questions you'd like to share with us before the meeting, please add them [to this document](#).

Also, please think about this discussion prompt in advance of the meeting:

As you reflect back on the last 15 months, what IT needs remain for systems and libraries in Wisconsin? What are cooperative investments that could be made that would lift up library technology capabilities and capacities and lessen the collective efforts of systems and libraries making these investments individually. Please use the lens of what you've learned during the past 15 months to think about the technology needs of libraries to reach underserved populations that were especially impacted and who's vulnerabilities became even more apparent by the effects of the pandemic.

Next meeting date: October 19, 2021 at 10:00 am