Item: WLS System Annual Report to New York State for 2018

Background: Annually all public libraries and library systems that receive funding from
                 the State of New York are responsible for submitting an annual report of
                 operational and financial activities. There were no major changes to this
                 year's report.

Status: The chart on the following page shows some of the highlights from the
                 2018 report. Because of its length, a full copy of the 2018 System
                 Annual Report will be sent separately.

Recommended
Action: Staff recommends acceptance of the 2018 WLS Annual Report and
                 submission to the Division of Library Development of the State Education
                 Department.

April 30, 2019

HIGHLIGHTS OF 2018 WLS SYSTEM ANNUAL REPORT

Item	2018	2017	2016
Physical Item Circulation	18	0	na
Electronic Content Use	1566	507	37,558
[includes e-books and successful retrieval of Electronic Collections usage by the 51 system card holders] These numbers do not reflect circulation reported by the member libraries on their Annual Reports.			
System Holdings:			
Cataloged Book Holdings	46	52	65
Electronic Holdings *[no longer supplied; see below]*			16,981
Electronic Books	25143	23,486	na
Total Electronic Collections	16	15	20
Audio-Downloadable Units	4526	5,355	
Video-Downloadable Units	19	23	
Other Electronic Materials	0	12	
Non-Electronic Material Holdings		0	
Audio-Physical Units	135		
Video-Physical Units	15		
Number of titles in ILS bibliographic database	947,901	967,167	969,930
Number of new titles added by the system	41,185	42,334	41,956
Number of holdings in the WLS Union Catalog	3,649,658	3,733,891	3,834,397
Number of holdings added to WLS Union Catalog	240,935	247,470	251,959
Total ILL activity	18,377	20,116	21,165
Total continuing education/staff development sessions	193	206	211
Total continuing education/staff development participants	1,897	2,412	2,130
Total consulting & technical assistance services contacts	4,403	5,096	5,363
Other Special Client Services: Westchester Seniors Out Speaking (WSOS)			
Trained volunteers	70	72	85
Presentations given / Participants	246 / 9,061	292 / 12057	338 / 13,514
Senior Benefit Information Centers			
Hours Hosted at 10 library sites	1,197	1,200	1,200
SBIC counseling interactions held (including Helpline)	1,207	1,437	1,365
HSE Connect!			
Orientations/Information Sessions given / Participants	15 / 33	50 / 137	44 / 142
Tutoring sessions held	269	608	335
WEBS individual/group counseling sessions participants and workshop participants	1,799	1,871	2,195
Total items transported by delivery system-wide	2,149,534	2,221,427	2,288,955
Total visits to system website	1,150,020	1,466,647	1,813,040

Item: Strengthening WLS IT Response

Background: For approximately three weeks in January, public computers managed by
                     Westchester Library System (WLS) at some of the libraries could not be used as a
                     result of a virus infection. While less than one-third of the libraries were
                     affected, those that were could not provide service to their patrons as a result.
                     Communication between WLS IT staff and library staff did not always provide
                     information which the library needed to share with their staff, trustees and
                     patrons. It took four weeks to bring the situation to a total resolution.

                     As a result of the virus outbreak, WLS staff has been developing a plan of action
                     to strengthen the WLS IT response to an unplanned event by guarding against
                     future incidents and providing clearer communication and back-up support to
                     the member libraries.

Status: The plan noted below includes actions, which will require investment in
                     additional software and staffing, were not included in the 2019 budget. These
                     items specifically address concerns from member libraries identified during the
                     recent virus activity as well as the subsequent Integrated Library System (ILS)
                     migration and server upgrades. Figures for personnel reflect total compensation
                     including salary and benefits.

2019 Budget – Proposed additional expenses			
Item	**Operating**	**Capital**	**Estimated Start**
Intrusion Detection / Protection System (IDS/IPS)	$0	$100,000	Fall 2019
Third-Party Network Administration	$45,000	$0	Summer 2019
Full Time Support Technician	$32,500	$0	June 2019

Intrusion Detection/Protection System: $100,000 initial investment in 2019, $20,000 annually
WLS maintains a strong firewall configuration and security posture to prevent malicious attacks from
both inside and outside the network. However, once an event occurs, there is a deficiency in the
ability to capture and defend against an active attack. Unlike a firewall, an IDS/IPS uses heuristic
analysis to scan network activity and identify patterns providing greater protection to prevent and
address an attack.

Third-Party Network Administration: $45,000 in 2019, $90,000 annually
WLS currently employs a full-time Network Manager and engages a third-party vendor for
assistance with complex network configurations only when needed. However, unplanned events or
large projects require 24-hour response and monitoring. One WLS staff person is insufficient to
cover unplanned events, especially for evenings and through weekends. Having a more robust
third-party vendor contract would help provide more consistent coverage. The WLS Network
Manager would oversee the relationship with the third-party vendor, be available for physical
equipment changes and telecom provider management, and serve a greater role in the
management of larger projects. This combination will allow for a 24x7 response to unplanned
events, greater monitoring, improved maintenance of network configurations in alignment with best
practices. Per WLS purchasing policies, this contract would go through a Request for Proposal (RFP)
and may require policy amendment regarding third-party access to privacy-related data.

Full-Time Support Technician: $32,500 in 2019, $65,000 annually
WLS relies on part-time staff for night and weekend support. While this has provided a relatively
inexpensive way to cover nights and weekends, part-time staff usually have other commitments when
not scheduled to work at WLS and often are not available during an unplanned event for additional

assistance. A full-time support technician will allow for the reduction of one of the two part-time positions and provide a more informed and skilled staff person to be on-hand during all operating hours and better availability for an unplanned event.

Recommended Action:
WLS recommends approval of the above proposed WLS FY 2019 budget revisions, with the understanding that these expenses will be annualized in subsequent years.

ADDITIONAL INFORMATION
For this plan of action to strengthen WLS IT response into the future, other considerations (noted below) are being suggested for incorporation into the WLS FY 2020 budget planning as well as WLS operating procedures.

Additional System Administrator: $95,000
Currently, incidents such as a staff illness, large project or unplanned event stops progress on all other activities. Additional human resources with an offset schedule would allow for greater availability when senior administers are involved and allow for more flexible shifts as needed for required rest.

Maintain Expanded Training Program: $65,000
An additional trainer for the migration to Evergreen demonstrated the success possible with a well-educated and informed library staff community. Continuing this position for one additional year would allow that success to translate into all other training events and opportunities.

Communication Changes
- Follow up email to library director after every non-individual service call
- At least twice-per-week status updates during major projects
- At least once-per-day status updates during major unplanned events
- Establishment of an "alerts" section on patron privacy page
- Expanded use of IT wiki as a status reporting mechanism
- To be completed: Rollout of robocall system for non-email notification to library staff (target rollout: Fall 2019)

The chart below maps the proposed solutions and changes offered to the identified concerns cross-referenced with WLS's current strategic priorities.

Concerns	Solutions / Changes					
	Intrusion Detection	3rd Party Network Admin	Additional FT Support Technician	Additional System Admin	Expanded Training Program	Communication Changes
Library directors and staff not informed enough to explain events to public	B	IB	IB	IB	IP	BP
Lack of sufficient staffing and resources to handle unplanned events	B	IBP	IB	IB	IP	B

Concerns	Solutions / Changes					
	Intrusion Detection	3rd Party Network Admin	Additional FT Support Technician	Additional System Admin	Expanded Training Program	Communication Changes
Appearance of lack of timely response	B	IBP	IB	IB	BP	B
Appearance of lack of planning and chain of command due to skeleton crew		IBP	IB	IB	BP	
Confusion between privacy and security					P	BP
Lack of clarity on services provided					P	P
Additionally requested member services unsustainable	B	IBP	IB	IB		

Key: I=Incubator of library solutions; B=Best practices, process & solutions; P=Professional development