

**Item:** Election of WLS Officers

**Background:** According to the Bylaws of the Westchester Library System, a slate of officers – President, Vice President, and Secretary – must be presented annually to the Board of Trustees by the Nominating Committee.

**Status:** The Nominating & Board Development Committee, led by Chair Karen Zevin, has finalized the 2021 slate of officers for President, Vice President and Secretary. The following slate will be presented at the Board Meeting:

President – Susan Morduch  
Vice President – Karen Zevin  
Secretary – Bernie Seiler

The term of office of all elected officers shall be one year and no member of the Board may serve as President for more than two consecutive years. Article III of the WLS Bylaws contains the Duties of Officers.

The office of Treasurer is appointed, and Edris Scherer has agreed to continue as Treasurer.

**Recommended**

**Action:** The Nominating Committee recommends election of the proposed slate of officers for the 2021 term.

January 26, 2021

Item: WLS Bylaws Revision

Background: The Westchester Library System (WLS) Bylaws makes no specific mention of general criteria required to serve on the WLS Board Trustees. At the October Board Meeting, a motion was made to appoint a candidate to fill the recent vacancy for District V (Armonk, Bedford Village, Mount Pleasant, Pound Ridge); however, at the time, the candidate was seeking employment at a WLS member library. During discussion, a question was raised whether employment at a WLS member library would pose a conflict of interest. The vote was tabled, and further information was requested.

Status: The Nominating & Board Development and the Governance Committees met on November 17<sup>th</sup> to discuss whether or not the WLS trustee eligibility criteria should be revised in the bylaws.

The current text under Article 1. Trustees, Section 3 reads as follows:  
*Section 3. Trustees shall be limited to serving two consecutive five-year terms, excluding any partial term when a member is appointed to fill a vacancy in an unexpired term.*

The following revised text to Article 1. Trustees, Section 3 is being proposed. Text in *bold italic* is new:

*Section 3. Trustees must be at least 18 years of age and residents of the WLS district they represent. No current employee of the System or any member library shall be eligible to serve as a Trustee.* Trustees shall be limited to serving two consecutive five-year terms, excluding any partial term when a member is appointed to fill a vacancy in an unexpired term.

Per standard procedures, this amendment was presented at the 12/1/20 meeting in advance of the official approval

Recommended

Action: Approval of the above-mentioned revision to the WLS Bylaws.

January 26, 2021

**Item:** WLS Capital Budget FY2021

**Background:** The Budget Committee of the Board of Trustees met on November 9<sup>th</sup> and November 23<sup>rd</sup> to review the proposed FY2021 Capital budget.

**Status:** The following projects have been identified by the Information Technology (IT) Department, and the amounts listed represent the maximum expenditure for each. The total amount being requested for FY2021 Capital Projects is \$510,000. A brief description of each project follows:

**\$175,000 – Member Library Network**

This request will replace existing equipment to elevate the speed and performance of the network that services all libraries.

**\$35,000 – Service Vehicle**

WLS owns two vehicles for the use of IT staff to travel to libraries. One vehicle was replaced in 2015, the other in 2012. This request is to authorize the replacement of the older vehicle.

**\$300,000 – Replacement of Public PCs**

This is a continuation of the 2020 project, which was not completed within the 2020 budget year mainly due to restrictions caused by COVID-19. This request is to complete the task of replacing all public-designated computers to provide patrons Countywide with a consistently faster and more productive user experience.

At the 1/21/2020 Board Meeting, it was decided to table this Action Item to the January 2021 Board Meeting. An additional meeting was held on January 19<sup>th</sup> to discuss future strategies involving this Capital Budget request. Additional handouts from that meeting are attached.

**Recommended**

**Action:** Approval of \$510,000 for the WLS Capital Budget FY2021 as noted above.

December 1, 2020 – TABLED TO JANUARY 26, 2021

## WLS IT AUDIT Recommendation with WLS response/actions

### 1. IT Organization

1.1 Manage Human Resources – Provide a structured approach to ensure optimal structuring, placement, decision rights and skills of human resources. This includes communicating the defined roles and responsibilities, learning and growth plans, and performance expectations, supported with competent and motivated people.

**WLS: Under review/consideration.**

### 2. IT Service Management

2.1 Manage Relationship - Manage the relationship between the business and IT in a formalized and transparent way that ensures a focus on achieving a common and shared goal of successful enterprise outcomes in support of strategic goals and within the constraint of budgets and risk tolerance. Base the relationship on mutual trust, using open and understandable terms and common language and a willingness to take ownership and accountability for key decisions.

**WLS: Under review/consideration.**

2.2 Manage Service Agreements - Align IT-enabled services and service levels with enterprise needs and expectations, including identification, specification, design, publishing, agreement, and monitoring of IT services, service levels and performance indicators.

**WLS: Underway with the development of the SLA.**

2.3 Manage Suppliers - Manage IT-related services provided by all types of suppliers to meet enterprise requirements, including the selection of suppliers, management of relationships, management of contracts, and reviewing and monitoring of supplier performance for effectiveness and compliance.

**WLS: WLS IT uses only suppliers that work under the state contract and offer the best pricing and services.**

2.4 Manage Quality - Manage IT-related services provided by all types of suppliers to meet enterprise requirements, including the selection of suppliers, management of relationships, management of contracts, and reviewing and monitoring of supplier performance for effectiveness and compliance.

WLS: WLS IT uses only suppliers that work under the state contract and offer best pricing and services. The Operations Manager will be tasked with the management and monitoring of supplier performance.

2.5 Monitor Evaluate and Assess Performance and Conformance - Collect, validate and evaluate business, IT and process goals and metrics. Monitor that processes are performing against agreed-on performance and conformance goals and metrics and provide reporting that is systematic and timely.

**WLS: Under development. This will encompass the SLA and Helpdesk system. Time will be needed to collect data. Our network equipment is also gathering statistics the last few months.**

### 3. IT & Cyber Risk Management

3.1 Manage Risk - Continually identify, assess and reduce IT-related risk within levels of tolerance set by enterprise executive management.

**WLS: Improvements in network security and local devices systems are underway. Part of the Capital request for network equipment for 2021.**

3.2 Manage Security - Define, operate and monitor a system for information security management.

**WLS:** This is part of the capital request for network equipment for 2021. Replacement of this equipment is critical in improving this capacity. This will also enable other option for future consider when it comes to network technology.

3.3 Manage Availability and Capacity - Balance current and future needs for availability, performance and capacity with cost-effective service provision. Include assessment of current capabilities, forecasting of future needs based on business requirements, analysis of business impacts, and assessment of risk to plan and implement actions to meet the identified requirements.

**WLS: VDI investment approved in December 2020.**

3.4 Manage Security Services - Protect enterprise information to maintain the level of information security risk acceptable to the enterprise in accordance with the security policy. Establish and maintain information security roles and access privileges and perform security monitoring.

**WLS: This is part of the SLA requirements being put into place.**

### 4. IT change Management

4.1 Manage Changes - Manage all changes in a controlled manner, including standard changes and emergency maintenance relating to business processes, applications and infrastructure. This includes change standards and procedures, impact assessment, prioritization and authorization, emergency changes, tracking, reporting, closure and documentation.

**WLS: The current role of the Operations Manager will be tasked with creating and documenting. Still under consideration.**

4.2 Manage Change Acceptance and Transitioning - Formally accept and make operational new solutions, including implementation planning, system and data conversion, acceptance testing, communication, release preparation, promotion to production of new or changed business processes and IT services, early production support, and a post-implementation review.

**WLS: The current role of the Operations Manager will be tasked with creating and documenting. Still under consideration.**

5. IT knowledge Management

5.1 Manage Knowledge - Maintain the availability of relevant, current, validated and reliable knowledge to support all process activities and to facilitate decision making. Plan for the identification, gathering, organizing, maintaining, use and retirement of knowledge.

**WLS: SolarWinds Service Desk deployment - underway.**

6. IT Asset Management

6.1 Manage Assets - Manage IT assets through their life cycle to make sure that their use delivers value at optimal cost, they remain operational (fit for purpose), they are accounted for and physically protected, and those assets that are critical to support service capability are reliable and available. Manage software licenses to ensure that the optimal number are acquired, retained and deployed in relation to required business usage, and the software installed is in compliance with license agreements.

**WLS: Part of the migration to the SolarWinds Service Desk deployment - underway**

6.2 Manage Configuration - Define and maintain descriptions and relationships between key resources and capabilities required to deliver IT-enabled services, including collecting configuration information, establishing baselines, verifying and auditing configuration information, and updating the configuration repository.

**WLS: currently being investigated.**

7. Problem and Incident Management

7.1 Manage Operations - Co-ordinate and execute the activities and operational procedures required to deliver internal and outsourced IT services, including the execution of pre-defined standard operating procedures and the required monitoring activities.

**WLS: SolarWinds Service Desk deployment - underway.**

7.2 Manage Service Requests and Incidents - Provide timely and effective response to user requests and resolution of all types of incidents. Restore

normal service; record and fulfil user requests; and record, investigate, diagnose, escalate and resolve incidents.

**WLS: SolarWinds Service Desk deployment - underway.**

- 7.3 Manage Problems - Identify and classify problems and their root causes and provide timely resolution to prevent recurring incidents. Provide recommendations for improvements.

**WLS: SolarWinds Service Desk deployment - underway.**

- 7.4 Manage Continuity - Define and maintain descriptions and relationships between key resources and capabilities required to deliver IT-enabled services, including collecting configuration information, establishing baselines, verifying and auditing configuration information, and updating the configuration repository.

**WLS: SolarWinds Service Desk deployment - underway.**

## 8. Network assessment

- 8.1 Operational Recommendations – OS updates for all Cisco hardware.

**WLS: Underway. COVID-19 delays updates but library locations are being visited when possible.**

- 8.2 Second Internet Circuit in the Datacenter –

**WLS: This has not been discussed. The cost and concept may no longer be relevant in the future. More to be considered.**

- 8.3 Replacement of EOL devices

**WLS: This is part of the capital request for network equipment for 2021.**

- 8.4 PFRv3, interim to SDWAN/SDWAN consideration

**WLS: This is part of the capital request for network equipment for 2021. The newer equipment can handle this design.**

## 9. Virtualization Audit

- 9.1 Prism Pro Optimization – Nutanix hardware needs to be updated but is approaching EOL.

**WLS: VDI investment 2020**

- 9.2 Regular Patching – Patches are limited to age of hardware.

**WLS: VDI investment 2020**

- 9.3 Vulnerability Patching – Patching is limited to age of hardware.

**WLS: VDI investment 2020**

- 9.4 View Connection Host Resources – Not enough CPU power necessary to all the active sessions.

**WLS: VDI investment 2020**

9.5 Secure Tunnel Configuration – System configuration needs to be updated.  
WLS: **VDI investment 2020**

9.6 Horizon View Environment Upgrade – Newer versions are available but not in use due to age of hardware.  
WLS: **VDI investment 2020**

9.7 Datastore Alerts – Storage capacity issues due to VDI usage.  
WLS: **VDI investment 2020**

9.8 Domain Hardening – Older legacy hardware in the domain needs to be removed.  
**WLS: This deals with the request to complete the process of replacing all Windows 7 devices with Windows 10 devices. This is part of the capital request 2021.**



## WLS IT timeline 2021

WLS IT provides continuous support to library staff dealing with all technical and some non-technical issues. The Helpdesk is always open to staff to report and ask for needed support. The timeline is an outline of some of the bigger and staff specific projects that are designed to improve service and advance technology at the libraries. These projects will contribute to WLS IT being able to maintain a steady pace in modern and future advances in the technology field.

Below is brief description of the WLS IT 2021 projects timeline.

Department – New Helpdesk system – SolarWinds Service Desk – The implementation of a new helpdesk system is underway. The new system will integrate work orders and inventory management. There are several features which will resolve issues presented on the audit reports, including SLA management, reporting and direct staff support.

**Status:** Underway.

VDI – New local infrastructure hardware was purchased in December 2020. This hardware will be the home for an updated VDI. This hardware will allow for the deployment of Windows 10 virtual desktops. There will also be new local devices purchased for library usage. iGel devices will replace older Teradici clients. This will provide a better local experience for library staff. This will allow for the latest version of VMware Horizon View to be installed. These were some of the focal points of the VDI audit report.

**Status:** Approved and underway.

Computers – Public computers will continue to be replaced. Currently public computers at libraries run Windows 7. Microsoft ended support for Windows 7 in January 2020. A capital request for \$600,000 was requested in 2020. Due to COVID-19 this project was delayed. Only 300 computers were only purchased @290,000. To complete the project, another request was put in for the 2021 budget under a proposed capital request for \$300,000.

**Status:** Underway and pending approval of additional funds from capital request.

ILS – User Permission Project - To continue the work on the security aspect of the ILS, WLS IT undertake a big project to revamp all user profiles on Evergreen. This will improve security and allow for different platforms for user authentication. There is also an annual system upgrade which will take place.

**Status:** On schedule

Network – Wireless Rebuild Project – A new wireless system has been proposed and will begin deployment in the 2<sup>nd</sup> quarter of 2021. The current system is over 6 years old and the hardware needs to be upgraded. The hardware is also linked to a subscription service which makes the system very restrictive to changes.

**Status:** Underway. Previously approved.

Network – Library Network Equipment – New library networking equipment has been requested for a capital request. This new hardware would replace older and more expensive units. The network hardware would allow for network redesign concepts present in the Networking audit report.

**Status:** Pending approval of capital request.

# WLS IT 2021

## Tentative IT timeline for the year 2021

