



ANNUAL REPORT

June 2018

Libraries Online, Inc.

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Significant Events at a Glance

July 2017: Alan Hagyard retires. Branford, East Lyme, and Ledyard switch to CEN fiber. 9 new PC installs;

August 2017: Joe Farara begins as Executive Director. Orange switches to CEN fiber. 11 new PC and 7 new laptop installs;

September 2017: Delivery Service begins. Madison, Guilford, Haddam, West Haven, and North Branford - Atwater switch to CEN fiber. 10 new PC installs;

October 2017: CT Library Consortia meetings begin;

November 2017: Strategic Planning Committee forms. 4 new PC installs;

December 2017: East Hampton goes live with LION. Connecticut Library Consortium statewide delivery system vendor evaluations begin. LION works with East Hampton Town IT to get site-to-site VPN working. Onsite IT support at East Hampton during transition from Verso to Sierra. Build and install virtual reality game system at Guilford;

January 2018: LION offices launch VOIP telephone system. Strategic Planning Committee surveys LION membership concerning services and future goals. Russell adds 83 machines to LION IT support. 5 new PC installs;

February 2018: Strategic Planning begins. Durham and Bethany switch to CEN fiber. Consult with Gales Ferry regarding building renovation. 4 new PC installs;

March 2018: LION joins Pro Bono Partnership. Install equipment resulting from Gales Ferry building renovation. Consult with Branford regarding building renovation. Install telecomm equipment at Russell for new security cameras. 6 new PC installs;

April 2018: LION exhibits at Connecticut Library Association Conference. West Haven Branch - Piantino switch to CEN fiber. 4 new PC installs;

May 2018: Pika replaces LION's OPAC. Chromebox update to feature Pika;

June 2018: Strategic Planning Committee hosts three Open Meetings to inform strategic plan. Order 160 Dell PCs. Install 36 new PCs and 6 laptops.

LION PRESIDENT'S REPORT

January 2017- June 2018

In early 2017, as a fairly new member of LION, I was happy to take on the presidency, with the expectation that I would not only become more familiar with the inner workings of the organization, but that I would be able to become more acquainted with my LION colleagues. Well, I could not have asked for more, as I quickly became immersed in LION matters and certainly became quick friends with so many fellow directors!

Alan Hagyard announced his impending retirement in December of 2016, so the first order of business was to prepare for his departure and recruit a new executive director. I gathered a search committee, led by Karen Roesler, met with them and planned our strategy. In early January, a survey was distributed to the Board in order to agree upon the profile that all felt we needed to seek out in a new director. Armed with rich feedback, the committee then created a job description, sent it out to appropriate venues, and set up interviews. We continued to gather feedback from LION staff and kept the Board informed throughout the process during executive sessions at monthly Board meetings. In May, after candidates were interviewed, the committee presented Joseph Farara to the Board as their candidate of choice. The board vote was unanimous, and Joe joined us in August 2017, ushering in a new era for LION. His fresh ideas and thoughtful approach to change is exciting to see, and it has been a pleasure to work with him during my tenure.

Another critical issue that became a priority was the relative demise of DeliverIt, the state-library run delivery service that had been disassembled, bit by bit. I, along with other LION Board members, spoke out at State Library Board meetings, participated on committees, wrote letters, made phone calls, and personally met with the State Library administration and others of influence, but to no avail. In July 2017 DeliverIt was drastically reduced in scope. After several meetings with the two other large consortia in the state and with the director of CLC, it was decided to explore the feasibility of a supplemental delivery system that would meet the needs of the three groups. The CLC director was charged with guiding us through the RFP process. This was accomplished, but to no avail, as pricing from a couple of respondents was higher than we all could pay.

Simultaneously with this effort, I convened a task force to explore the feasibility of a supplemental delivery service exclusively for LION libraries, as backlogs were reaching crisis proportions again. Headed by Richard Conroy, the task force worked quickly to find an immediate solution to our problem. For brevity, I will say that within a month after the group was created, we signed a contract with Riverbend Express of Portland CT. The service began in September, and it immediately provided top-notch service that put smiles on our faces and huge sighs of relief! This was but one example of how our LION colleagues are at the ready to roll up their sleeves and work diligently to find solutions for the benefit of all members.

During my tenure and with everyone's help, we re-activated the Bibliographic Committee, revised the make-up of the eBook Committee team of selectors, and began a strategic planning process headed by Jane Fisher and the Planning Committee. All the LION Committee Chairs are to be thanked for their work, ideas and reporting at each board meeting.

Our group bid goodbye to not only Alan Hagyard, but to several library directors as well over the past 18 months, and gave a welcome to new faces around the table. As I look back on my presidency, I am humbled by how we all handled such a time of transition with thoughtfulness and professionalism. My sincere thanks go out to each and every colleague in the consortium. They all willingly helped me by stepping forward whenever I reached out to them. Their wise counsel and gracious willingness to assist never wavered. And, as always, the LION staff must be included in this praise, for they simply carried on, never missing a beat and always providing LION members with excellent service.

Respectfully submitted,
Marian Amodeo
LION President 2017/18

Executive Director's Annual Report

2017/2018

LION's most recent year was a momentous one. Most notably, it saw the retirement of longstanding LION Executive Director, Alan Hagyard. Alan oversaw the organization's expansion when it absorbed the LEAP libraries in June 2011. He introduced new technologies like Shoutbomb, LION's texting service, and maintained its sure financial footing and capable staffing. It is the pleasure of his successor to mark his significant accomplishments, and to thank him for his years of service to Libraries Online, Inc.

Other significant LION activities this past year include the rollout of its own delivery service, the addition of the East Hampton Public Library, and the implementation of Pika. Each of these initiatives has made LION stronger and more patron-focused.

LION has also embarked on a strategic planning process, its first since 2011. The Strategic Planning Committee has determined that this will be a three-year plan, and that it will include unfinished items from our previous plan. The committee also has hosted open meetings in three locations, each of which was well attended and included a nice balance between directors and staff members. The Executive Director plans to visit those libraries who did not participate in these group discussions, in order to ensure broad representation in determining the LION's immediate future. The committee will compile these action items from the LION membership, add them to what the committee feels are our most pressing short term goals, and then present a full plan to the Board for adoption at its October 2018 meeting.

Throughout all of this, LION staff served libraries with the skill and care for which they are known. Associate Director **Andy Gardner** upgraded our Sierra servers' operating system, and upgraded Sierra versions through 3.4. He attended the Innovative User Group (IUG) annual conference in Orlando, FL, an essential activity in terms of getting the most out of integrated library system. Andy has worked closely with the Connecticut State Library on its eGO eBook platform project. His hard work on the East Hampton implementation was essential to its success, and he shouldered a significant amount of the load associated with the rollout of Pika. His many years with LION have made him a key member of the system's Strategic Planning Committee, offering a long-term institutional perspective on the process.

Karan Conover, LION's cataloger, delivered training to East Hampton staff before and after its Sierra implementation. She has provided additional training to staff in North Haven. Pika noted the quality of LION's bibliographic database when its staff was working on LION's discovery layer, and Karan's longstanding oversight of our bibliographic records deserves our praise.

Patty Hovick, LION's Office Manager, provided critical support during the transition between directors. She worked extensively with the new Executive Director as he revised LION's personnel manual, job descriptions, and employee evaluation form. She contributed to the formulation of this year's assessment, and offered useful ideas as LION researched and tested new funding formulas. In addition to identifying new, low-risk investments on behalf of the organization, Patty attended a number of finance-related webinars over the course of the year, including TIAA Migrating Plan Risk Webinar, Plan Reporting Responsibilities Webinar, and TIAA/Exploring Reporting Webinar. She also attended Sexual Harassment Training, offered by Shipman & Goodwin, LLP. Patty was among the exhibitors at the annual Connecticut Library Association Conference, co-hosting LION's booth.

System Manager **Rick Widlansky** coordinated the transition of 11 LION libraries to CEN Fiber. He installed firewalls and activated E-rate web filtering as needed. Rick worked with multiple libraries regarding LAN-based security cameras, and he had active roles in the East Hampton and Pika implementations. Rick serves on the Infrastructure Advisory Council of the Connecticut Commission for Educational Technology, and works closely with the Connecticut State Library to promote E-rate adoption across the state, with a particular focus on LION.

PC Network Manager **Matt Beardsley** completed 326 work orders, and spent 897 hours onsite at LION libraries during the fiscal year. Matt maintains the LION web and Track-IT servers, and supports LION's web presence. He worked closely with local web designers to facilitate moves to LION web servers. Matt built and installed a virtual reality system at Guilford Free Library.

Justin Strickland, LION's Workstation Technician, completed on-site support tickets totaling 917 hours at our member libraries. He maintained the LION Minecraft Server, installing bi-annual updates and incorporating staff requests into the product. In addition, Justin did graphic design work, including LION member decals, and LION-branded items, including pens and a banner, for the Connecticut Library Association Annual Conference. Greater detail concerning the work of LION Information Technology can be found at the conclusion of this document.

Executive Director **Joe Farara** began the year revising LION office documents, including its personnel manual, its job descriptions, and its employee evaluation forms. He, with the help of his colleagues, began drafting a Disaster Recovery Plan. He replaced an unsupported, out of warranty phone system with VOIP, and enrolled LION in the Pro Bono Partnership. He launched LION's social media presence (Facebook, Twitter), and began implementing Service Level Agreements (SLAs) between the LION office and LION libraries. Joe fielded inquiries and produced quotes for potential LION memberships (Trumbull, Cromwell, Marlborough, Mystic and Noank, Killingworth), and provided background information and created survey material for LION strategic planning. He managed the successful implementations of the delivery service, East Hampton's LION membership, and Pika, LION's discovery layer. Joe also reinstated quarterly meetings with the state's other

consortia directors, and is a regular attendee of the State Library Board's public meetings. He served as evaluator for CLC's delivery RFP; represents LION as a member of Advisory Council for Library Planning and Development (ACLPD); and sits on Southern Connecticut State University's ILS Advisory Board.

In all, it was a successful year for LION, one that produced many positive results against a somber financial background for libraries, towns, and the state. Recognizing the financial realities before us, LION will continue to add value to its member libraries in the year ahead by refining and reimagining services and tools currently in place.

Respectfully submitted,
Joseph M. Farara, Executive Director

LION Information Technology Annual Reports

Systems Manager Annual Report 2017-2018

Project Highlights:

July

Branford Switched to CEN Fiber
East Lyme Switched their Public Internet to CEN
Ledyard - Bill switched to CEN Fiber

August

Orange switched to CEN Fiber

September

Madison switched to CEN Fiber
Guilford switched to CEN Fiber
Haddam switched to CEN Fiber
West Haven switched to CEN Fiber
North Branford - Atwater switched to CEN Fiber

October

Meriden Town IT Department took over IT Support for Meriden Library. Disaster ensued.

December

East Hampton go Live. Worked with Town IT to get Site to Site VPN working
Justin and I Wired LION Office for new VOIP Phones

January

Install router for VOIP Phone System. Go Live January 30th

February

Durham switched to CEN Fiber
Bethany switched to CEN Fiber
Visit Gales Ferry regarding Renovation

March

Gales Ferry building Renovation Installs
Met with Branford regarding building renovation
Installed new telecomm equipment at Russell for their new Security Cameras.

April

West Haven Branch - Piantino switched to CEN Fiber
Met with Ryan Kocsondy, CEN Director, regarding new Firewall offering from CEN
Attended Ct State Infrastructure Advisory Committee E-Rate Working Group meeting

May

Attended CEN Membership Meeting on May 18th
Used Equipment installed at Russell for Security Cameras to create faster connection between telecomm closet
over Fiber via VLAN's.

Respectfully submitted,
Rick Widlansky, System Manager

PC Network Manager Annual Report 2017-2018

Fiscal Year Summary:

LION continues to add innovative services and expand its membership. Our team supports the numerous networks, computers and a variety of library systems residing at 38 buildings. The equipment includes: 1124 computers, 116 chrome box opacs, over 200 printers, 115 Wi-Fi routers/access points and an array of network hardware. Lion staff installed a total of 128 new computers and 27 printers this year. I completed 326 work orders and 897 hours onsite at the libraries during the fiscal year. I continue to maintain the LION webserver and Track-IT server.

Project Highlights:

July- Worked with Justin to update WA public PCs and replace their Envisionware, Faronics and Apple print servers. Installed Synology NAS storage units at EL, WS. Installed (2) new PCs at NL.

August- Installed (7) laptops at NW. Installed a new PC at ML, (3) at NW and (2) at OS. Updated OS public PCs and servers.

September- Worked with library staff to activate new WA website. Installed a new PC at WS, NT and (2) at HA.

October- Addressed issues at ME after Meriden Town IT switchover. Installed (3) new PCs at MA.

November- New member EH transition to lion: installed Faronics server and worked with Justin to update their public PCs. Installed Synology NAS storage unit at GU. Worked with library staff to activate new IV website. Installed a new PC at ST and GU.

December- Built and setup VR game system at GU. Updated ME public PCs and servers. Installed (8) new public PCs at NW.

January- MD signed up for lion support on (83) PCs: installed faronics server, PDS mobile device printing, and ran MD public PC updates. Worked with Justin updating public PCs at HM, HC, HW. Worked with Hamden Town IT to replace Envisionware and Faronics servers.

February- NT/NB signed up for lion support on (20) PCs. Installed (3) new PCs at GU. Updated GU public PCs and servers. Updated ST public PCs.

March- Installed (4) new PCs at ME. Installed (4) Epson flatbed scanners in the career center at MD. Updated NL public PCs and servers. Updated NW public PCs and servers.

April- Refreshed Lion's website. Installed Synology NAS storage unit at NL. Replaced NL Director's laptop. Installed a new PC at RA and RB. Installed (3) new PCs at EL. Updated public PCs at EL, RA.

May- Lion Pika rollout: changed Lion website search box, and worked with Justin to change links on all public PCs. Installed PDS mobile device printing at EL. Worked with NB/NT web designer to move forward with website to be hosted at Lion. Replaced MA print release system. Installed a new computer at IV. Updated public PCs at RB.

June- Worked with Patty to order 160 Dell computers. Finalized Dell installs and public PC update schedules. I worked with Faronics sales rep to negotiate lower license pricing for member libraries. Worked with library staff to activate new HM website. Installed a new computer at BE and NH. Worked with Justin to install (33) new computers at NB/NT.

Library Computers:

492 staff computers - LION's PC replacement plan allocates new computers to members based on their quantity of Sierra ILS ports. We also install additional computers, printers, network devices purchased by member libraries. In addition to installing new computers, we fully reload and redeploy existing computers.

632 public internet computers - We consult with library staff to custom configure the patron computers for each individual library. The configurations are locked down for patron privacy and to protect the integrity of the computer. Annually, LION schedules a maintenance project to update all software, including any reservation/print management systems within the library. The active reservation/print management systems at the libraries include - Envisionware, Cassie, SAM, TLM, and PQM. Servers running Faronics Deepfreeze for public computer security are installed at GU, ME, WA, OS, NW, MD, EH and HM.

116 OPAC (catalog only PCs) - All libraries have chrome box "mini PC" units with a kiosk app for catalog access.

Respectfully Submitted,

Matt Beardsley, PC Network Manager

Workstation Technician Annual Report 2017-2018

Over the course of Lion's 2017–2018 fiscal year, I completed on-site support tickets totaling 917 hours at our member libraries. This included installing 39 new pcs and 7 printers from our PC-replacement plan and additional hardware ordered by libraries, updating at least 255 patron pcs, and of course a great deal of time troubleshooting issues on both staff and public pcs. I maintained the Lion Minecraft Server installing the usual bi-annual updates and staff requests. In addition, I did graphic design work for additional Lion Branding for CLA booth materials and Lion Member Decals for installation at our member libraries. I worked with Matt on East Hampton's go-live, and also reloaded all patron macs at Atwater and Edward Smith Libraries as they added Lion Tech Support.

Monthly highlights, withholding general troubleshooting, include the following:

July

- 7 PC installs at Durham
- Worked with Matt to update 72 Public desktops and Program Laptops at Wallingford

August

- New Staff Printer for Levi Coe
- 4 PC Installs at Ledyard Libraries
- New Network Drive for Ledyard Libraries
- New Copier set up as printer for all PCs at Durham and Updated 8 Patron Computers
- 1 PC Install at Blackstone
- Updated 4 Public PCs at Levi Coe

September

- 6 PC Installs at Wallingford
- 1 PC Install at North Haven
- Migrated all Staff Email Clients to new Email domain at Blackstone
- Updated 9 Public Laptops at Durham

October

- New Copier set up as printer for all PCs at Levi Coe
- Assisted Rick in moving Brainerd to Fiber
- Updated Minecraft Server to latest release

November

- Worked with Matt to prepare East Hampton to switch to Lion
- Installed 4 new receipt printers for staff at WD and OR
- 2 PC Installs at Old Lyme
- Worked with Matt to update 26 pcs at the Hamden Libraries

December

- Cleaned and moved all four of Wallingford's Patron Servers to another desk
- Onsite Support for East Hampton Go-Live

January

- Updated Patron Macs at Atwater for the first time as they opt-in to Lion Support
- Worked with Russell Staff to configure new 5 PCs for staff installs

February

- Updated Patron Macs at Edward Smith for the first time as they opt-in to Lion Support
- 1 PC Install at Essex

March

- Installed Presentation PC at Blackstone
- Redeployed 4 pcs to the new Teen Space at Gales Ferry and updated the other Public PCs
- Installed PC for Digitization and graphics software at Woodbridge
- 2 PC Installs at BR

April

- Installed Network Drive at Acton
- Updated 30 Patron PCs at OR

May

- Updated Chromebox Apps for Pika Catalog release, and made 15 visits to update to Pika Catalog on Opacs and/or public pc desktops
- 1 PC Install at Old Lyme
- Updated 12 Public PCs at Essex

June

- 6 Laptop Installs at Wallingford
- 1 PC Install at Case Memorial
- Working with Matt to install 33 new pcs replacing patron macs and some staff pcs
- 1 PC Install at Blackstone
- 2 PC Installs at Woodbridge

Respectively Submitted,

Justin Strickland, Workstation Technician

