Technology Report

06/2020

Support during pandemic

Support information and updates can be found on the SCLS COVID-19 page:
https://www.scls.info/covid-19-coronavirus-resources

- Please contact the Help Desk if any of your re-opening plans include moving equipment, changing MyPC settings or if you have any questions
- The PC ordering service is up and running
- SCLS Technicians are available for on-site PC installs only

Enterprise Wireless Implementation

The Meraki wireless implementations are still ongoing. 48 sites and 209 access points have been implemented. We are just waiting on some libraries to complete cabling projects before we can finish this project.

As the COVID-19 pandemic continues many libraries have inquired about extending wireless coverage to their parking lot or other outdoor spaces. SCLS is working with these libraries to install outdoor access points. Four libraries (ACL, MNT, SGR, CIA) received a special IMLS grant to purchase an external access point. There may be additional CARES act funds available to fund these for some libraries. If you are interested in this, please call the Help Desk.

Infosec IQ

Infosec IQ is an IT education product created by InfoSec. It includes video lessons and simulated phishing attacks, where staff are sent tempting emails and are provided with follow-up training if they take the bait. DPI is using LSTA funds to pay for one year of Infosec IQ for all library staff in the state. SCLS is part of a multi-system collaboration that will share the configuration, management, and deployment of Infosec IQ.

Infosec IQ will only be available for the SCLS libraries that use the SCLS supported email system. Libraries that use non-SCLS supported email systems will not be included in the grant due to the challenges of managing the Infosec IQ whitelisting rules.

Network Infrastructure

The team has resumed work on the new network core, BadgerNet bandwidth upgrade, and network security policy.

Video Conferencing – Free BlueJeans Account

BlueJeans is a video conferencing solution like Zoom. It is available for free to all BadgerNet libraries. To request a free account, please contact the SCLS Help Desk. So far 17, libraries are using BlueJeans.

Endpoint Security Upgrade

A major version update has been released by the vendor. The team has begun work to move all SCLS supported computers to the new version. This change will now have an impact on end-users.