# Technology Report

6/2021

## Content Filtering

Our current iBoss appliance solution is nearing its end-of-life and requires extensive custom scripting. We have begun the process of finding a modern replacement product that will be easier to maintain and support. We hope to maintain the functionality of the current system. We have participated in product demos for WebTitan and for the iBoss cloud-hosted platform. We will also look at the Cisco Umbrella web content filtering.

## Lumin PDF Editing Software

Madison Public Library has asked us to investigate adding PDF editing capability to the public stations. Adobe Acrobat is by far the most known product and has many features. Unfortunately, it is also very expensive. Lumin PDF is a web-based subscription that is potentially viable for SCLS libraries. MPL and SCLS staff have been pilot testing Lumin and we hope to determine soon if it is a worthwhile investment.

## Backup Collaboration

Dell technicians updated and configured the backup and archive equipment at the Eau Claire head end. We also met with TEACH and AT&T engineers to discuss connecting the SCLS and Eau Claire head ends.

## Emergency Connectivity Fund (ECF) Information

The ECF is a program, similar to E-rate, which provides emergency relief funding for libraries to purchase laptops/tablets and/or mobile hotspots and data for lending to patrons who certify they are in need. These devices are to be used outside of the library by individual patrons. There are many rules regarding use of these funds. The Wisconsin DPI is working to get information to systems and libraries as quickly as possible. Here are slides from their presentation on May 26. The grant application period is slated to begin mid-June and will open for about 45 days. SCLS will be providing some informational webinars for members as soon as there are enough details to be helpful.

## Self-checkout and RFID Support

More libraries than ever have purchased self-checkout stations and RFID tagging stations. This is a great thing, but it has created a bit of a support backlog. We also had some technical difficulties with the Envisionware ticketing system, but the kinks are worked out now. We are working to improve our support workflow by doing as much of the support remotely as possible. We now have an official self-check support "team" of Nick Oldenburg, Cindy Weber and Heidi Oliversen.

## Tom Teska is the new Technology Solutions Architect

We are pleased to announce that Tom Teska is the new Technology Solutions Architect. His first day at SCLS is June 1. Tom brings to SCLS, a depth of experience in systems administration, network engineering and help desk support. Most recently, he has served as a consultant at the Wisconsin Department of Health Services, where he supported software systems and was lead tech on a high-profile health system. We are excited to have Tom on board to lead SCLS Technology Services.