SUPERIORLAND LIBRARY COOPERATIVE
SPECIAL MEETING OF THE BOARD OF DIRECTORS
March 25, 2021

CALL TO ORDER:
A special meeting of the Superiorland Library Cooperative (SLC) Board of Directors was held via Zoom remote conferencing service. The purpose of the meeting was to discuss the purchase of remote management and endpoint protection software. The public was also invited to participate in the meeting via Zoom. The Chair, Caroline Jordan, called the meeting to order at 3:01 p.m. Eastern.

ATTENDANCE:

SLC BOARD MEMBERS PRESENT: Caroline Jordan*, Chair; Marion Luckey*, Vice-chair; Deb Friedman*, Secretary; Pat Cheski*, Patti Jahn*, Cris Roll*, Janet Wagner*, Brad Winnicki, and Pamela Malmsten, SLC Interim Director
SLC STAFF PRESENT: Shawn Andary, Josh Collins, and Gordon Tellefsen
LIBRARY DIRECTORS/STAFF/BOARD MEMBERS PRESENT: Lisa Waskin, Superior District Library; Megan Buck, Dickinson County Library; Bruce MacDonald, Peter White Public Library; and Jan St. Germain, Richmond Township Library

VOTING BOARD MEMBER ABSENT: Kim Nowack and Barb Rice

APPROVAL OF THE AGENDA:
Marion Luckey MADE A MOTION TO APPROVE THE AGENDA AS PRESENTED. The motion was seconded by Pat Cheski, unanimously approved, and carried.

INTRODUCTION OF IT STAFF: Pam Malmsten introduced SLC's IT staff: Network Administrator Gordon Tellefsen and IT Specialist Josh Collins. Gordon has been on the job since the first week of January and Josh's first day of work was March 16.

EXPLANATION AND RATIONALE FOR REMOTE MANAGEMENT AND ENDPOINT SOFTWARE:
Superiorland Library Cooperative IT staff provides technical support for SLC's local network, as well as 39 member library locations—about 500 computers. Member libraries are spread out across the entire Upper Peninsula and northern Lower Peninsula. With only two IT staff members, providing in-person support to member libraries has been a daunting task.
In addition to the IT support issue, within the past year, some of SLC's member libraries have experienced serious—and even devastating—security attacks on their networks. Most SLC libraries were relying on the anti-virus protection that was included with their firewalls. It has become apparent that SLC and member libraries need additional endpoint security protection on their local servers and computers.
In an effort to mitigate both issues, SLC's Network Administrator, Gordon Tellefsen, has been researching options for both remote management software and endpoint (anti-virus) protection.

Below is Gordon's explanation of the of the research and selection process:

"I've been researching different software to manage all the different computers and networks more efficiently. I narrowed it down to three solutions - Pulseway, ManageEngine, and Comodo. After demoing all three, I believe Comodo will provide the most features at the best price point. My criteria in the search was the ability to manage all computers in one platform, to easily remote into a computer, to schedule and install Windows updates and 3rd party patches, and security. Comodo met all these requirements and more, plus it includes end point protection (end point protection would be an additional cost with Pulseway and ManageEngine).

I also spoke with the Assistant Director of IT at the Detroit Public Library as they are currently using Comodo. He gave it his recommendation and said he hasn't had any problems with it."

Gordon explained that the software would allow SLC IT staff to use their local pc's to connect to members' computers. In addition to troubleshooting, the software would be used to install upgrades, manage inventory, and compile statistics--which would facilitate hardware replacement plan recommendations. Gordon also provided two documents that described the Comodo platform in more technical detail.

Gordon recently met with Pam Malmsten and former Director Shawn Andary to discuss the options for remote support and endpoint security. After the discussion, Shawn and Pam agreed with Gordon that Comodo from SHI International Corporation is the best and most cost-effective solution for both remote management and endpoint security.

Advantages to SLC of remote management software:

1. Allow more efficient use of IT staff time: The software would reduce time wasted while driving to widespread library locations and staff would be able to address member libraries' support issues more quickly. It would also provide IT staff with better tools to more efficiently maintain networks.

2. Travel budget cost savings for SLC: The majority of the SLC travel budget has been for IT travel costs related to technical support. Remote management software would significantly reduce travel costs.

3. Reduce IT staff burnout and improve IT staff retention: Support and management of older technology without the proper tools is frustrating and time-consuming; widespread, frequent travel is exhausting and stressful.

4. Keep IT staff safe: The risk of motor vehicle accidents and exposure to pathogens such as Covid would be reduced.

Cost Considerations: Below is a chart comparing the yearly cost of the three products that Gordon researched that include both remote management and anti-virus protection.

Remote Management Software	Total Annual Cost (500 Devices)	Setup Fee
Comodo	$6,960.00	$4,000
Pulseway	$23,130.00	Not Provided
Manage Engine	$22,070.00	Not Provided

The total year 1 cost for Comodo is $10,960. The contract year is 4/1/2021 – 7/1/2022; 3 additional months of service were included at no extra cost. The $4,000 charge is a one-time cost for set-up. The remaining cost of $13.92 per machine will be an ongoing cost and could increase slightly (about 3%) every year. SLC may rebill participating libraries for a portion of the per-machine cost for the anti-virus protection.

Purchase of remote management software will not completely eliminate in-person support; there will still be support issues that will require hands-on fixes. The remote software, however, will assist SLC's IT staff in more efficiently and cost-effectively managing members' networks and will significantly reduce the number of time-consuming, costly, and occasionally dangerous car trips.

Discussion: Bruce MacDonald, the Peter White Public Library Head of Technology, commented that Gordon and Josh need this kind of comprehensive tool and that there is a need to automate mundane tasks that have become so time consuming for SLC staff to do for so many library sites. Bruce added that, currently, he doesn't see Comodo as much of a critical need for PWPL as it would be for libraries that don't have on-site technology staff. Patti Jahn asked about the monetary impact of the Ransom virus attacks; Megan Buck, Director of the Dickinson County Library, estimated that the overall cost was more than $6,000 and that, months later, the library is still trying to organize recovered files. Pat Cheski asked about the budget implications of the proposed purchase; Pam Malmsten replied that the budget could absorb the cost. Since the Comodo contract ends on July 1, 2022—3 months before the end of SLC's fiscal year, it was agreed that Gordon should ask the company (SHI) if it would pro-rate the cost to extend the contract to 9/30/2022. [Note: On 3/26/2022, Gordon obtained a new pricing proposal from SHI that extended the contract to 9/30/2022 at no extra cost; the contract coverage term is 4/1/2021 – 9/30/2022.] Lisa Waskin asked if Comodo would work on older machines with outdated operating systems, and Gordon replied that he tested the product on older pc's and noted that it even worked on Windows 2008. Gordon estimated that installation of the product on members' pc's would take about 3 months; it was agreed that Gordon would attend the April board meeting and give an update on the rollout.

PUBLIC PARTICIPATION: There was no public participation.

MOTION AND VOTE ON APPROVAL FOR PURCHASE OF REMOTE MANAGEMENT AND ENDPOINT PROTECTION SOFTWARE:
Marion Luckey MADE A MOTION TO APPROVE THE PURCHASE OF THE COMODO REMOTE MANAGEMENT AND ENDPOINT PROTECTION SOFTWARE FROM SHI INTERNATIONAL COROPORATION FOR THE PERIOD OF 4/1/2021 – 7/1/2022 AT A TOTAL COST $10,960. The motion was seconded by Patti Jahn. After additional discussion, the motion was unanimously approved and carried.

PUBLIC PARTICIPATION: There was no public participation.

ADJOURNMENT: There being no further business, the Chair declared the meeting adjourned at 3:44 p.m. Eastern.

Respectfully submitted,

Debra Friedman

Deb Friedman, Secretary

Pamela Malmsten, Recorder