January 2016

To Central Library Consortium Member Libraries:

In 2015 our priorities were security, privacy and improving patron services.

For the first time ever, CLC has all member libraries up to date and on the same firewall version. This gives us a stable platform for rolling out changes and updates in the future. In 2015, we pushed out our biggest rulebase update in more than five years. This new rulebase drastically reduces our attack footprint. We've quadrupled the number of rules to give us much more granular control of what is allowed in and out of the networks. The new rules help us offer secure access to the services that our members rely on.

Policies and procedures are also vital to keep sensitive data private and secure. In 2015 we overhauled the CLC Security Policy and its related documents. This revision clarified the policy by applying PCI elements only to the cardholder data environment, made the implementation guidelines and details easier to update, and eliminated inconsistencies. These improvements are important, but security is never finished. CLC is already working on an update for our implementation guidelines that we hope to publish in 2016.

Last year included exciting changes for members of CLC's Email Project Annex. Early in the year we secured academic eligibility to the Office 365 platform. By the end of 2015 we'd migrated most members to Office 365. The final migrations are scheduled for January 2016. The Office 365 platform offers members a familiar set of email and collaboration tools along with several new enhancements. Office 365 eliminates on-premises licensing and Microsoft handles day-to-day server management. This allowed us to reduce the Email Annex charges for our members in 2016.

Patrons saw plenty of improvements in 2015 too. Several members implemented CLC's Favorite Author service. This allows patrons to sign-up online so staff can place them on hold when new titles are released by their favorite author. Many members enabled the new auto-renew service available in Polaris 5.0. Their patrons don't have to worry about remembering to renew. Instead, the system automatically renews any eligible items.

After years of hard work and planning, we launched a Shared Patron Account Access in 2015. This offers the option for members to share access to their patron accounts with other members. Staff members can now help patrons at participating libraries with basic account issues. These patrons can even check out material using their card from another participating member. We're excited to see more patrons use this service after the publicity rollout that is planned for 2016's National Library Week.

I encourage you to review the entire list of Key Accomplishments for 2015.

Thanks for another great year!

Wes Osborn / Executive Director of Information Technology / Central Library Consortium

Key Accomplishments

Polaris

- Upgraded to Polaris 5.0 Service Pack 1.
- Completed Polaris shelf location to collection code migration for most pre-scoville members.
- Finished authority processing for titles with unlinked authorities from the 2014 Supersonic migration.
- Added a new Polaris report to quickly answer common questions on the state library and PLA reports.
- Added nine new branches to support new service areas. Overhauled Polaris permissions at four libraries.
- Migrated Southwest to CLC's telephone notification service.

System / IT

- Implemented more in-depth server monitoring; 50% drop in the number of critical alerts from 2014.
- Migrated the majority of Email Annex members to the Office 365 platform.
- Rolled out latest version of firewall software platform.
- Consolidated multiple web servers running CLC custom applications onto a single server.

Privacy and Security

- Overhauled CLC Security Policy and related documents.
- Created new firewall policy rulebase that quadrupled the number of rules for more granular control.
- Added privacy reminders to the HelpDesk.
- Signed contract with Comprise to implement new credit card payment solution for members.

Other

- Worked with Columbus to access to their hosted ContentDM instance and migrated CLC's on-premises collections to their service. The collections will launch on the new platform in 2016.
- Worked with Sierra libraries to hold a combined regional Innovative Users Group conference.
- Completed CLC Roadshow and held meeting with Fiscal Officers. Participated at several staff in-service days discussing Polaris Leap and holds.
- Added LearningExpress as a CLC group purchase when the state dropped the service.
- Completed Knowledge Base migration to Discourse, added descriptions for over 100 Polaris reports.

Statistics

Most circulated single items	Most active titles
- *Boyhood*, UA DVD: 110 circs - *Dake's annotated reference Bible*, CML Book: 41 circs	- *The girl on the train*, 901 copies: 12,212 circs - *Frozen*, 508 copies: 11,489 circs
Most active patrons	**Basic info**
- Ms. Smith, CML Patron: 4,450 circs - Ms. Smith, CML Patron (different person, same household): 4,302 circs	- Over 26 million in circulation - Over 1 million titles available for circulation - More than 1.3 million registered card holders