

Willington Public Library Board of Directors Special Meeting  
Willington Public Library Conference Room  
July 5, 2023

Call to order 7:00 by Karen Ann Caldwell.

Present: Kathy Ryan, Rebecca Cartabiano, Elaine Newcomb, Joan Taraskiewicz (& Bill), Karen Ann Caldwell, Joy Wrona, Hope Gove, Deb Linares, Carl Fazzina (Zoom).

Guest: Carl Fazzina for NOVUS Insight in East Hartford. Services municipal schools, libraries, nonprofits (Burlington, East Hartford, Avon, New Haven, Wethersfield, Willington Public Schools, Town of Willington)

- Firewall – cybersecurity, user services, application data for library access to state fiber network.
- Cost effective, sustainability. Library standards may vary (staff and patrons). Recommend tech to install.
- Offer consulting, procurement, purchasing, deployment, management.

Kathy and Joan question pricing. Carl has basic understanding of what we have, has some idea of what we need. Terms "own the environment". (Depends on background and capability of our staff to manage environment).

SERVICES – On-call support. Periodic update/assessment. Updating firewalls (a few hours a month – maybe 10-12 hours a year. Password resets. Budget, work with vendors.

BASIC – estimate \$1,000 - \$1,500/month.

Caveat – expansion would require additional consult (i.e. basement). Assessment of present needs? Possibly separate project if special funding/grants replacing infrastructure.

Restoration of service is under managed support.

NOT covered – data breach, financial impropriety, hack, FBI issues. "We are not cyberinsurance".

Joan – for \$1,000 - \$1,500/month, do we get 2 hours?

Carl – rough calculation:

High level advisory – 1 hr/month

4-8 hours basic calls – help desk

A few hours/month (firewall)

2-4 hours on site

Licenses for remote management

EDR – cyberprotection 24/7 (anti-virus) – monitor alarm detects abnormal behavior.

Notifications to staff of unusual behavior; restore. Cyberinsurance now requires EDR.

Heavy and light months average out.

Quality assessment every 2-3 years (them and us). 30 day cancellation notice for year contract.

Deb – year over year increase is usually 3%, 22-23 is 8%. Price based on what? # of computers, amount of data, infrastructure, use, risk.

Carl – You guys will be close to our lowest price. Basis for estimating monthly fee – age of infrastructure, nature and use, age. LOOKING TO BE A PARTENER

Back-up and cloud.

You are part of grant we are part of.

At 8:54 Karen Ann moved to adjourn. Joan seconded. Unanimous.

End note: I have an audio recording of the meeting on my phone.

Elaine Newcomb  
Secretary

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