

**Date:** November 23, 2015  
**To:** SWAN Member Library Directors and Administrators  
**CC:** IT Personnel  
**From:** Aaron Skog, Executive Director  
**Re:** SWAN Contract with Versatile Computer Services

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As of Monday morning, SWAN has ended our support contract with Versatile Computer Services, Inc. The Versatile team has made a positive contribution to SWAN's support and IT infrastructure for many years; however, to accommodate the ever-changing climate of the IT industry, SWAN Management, with consensus of the SWAN Board, agreed that it was in the best interest of the membership to part ways with Versatile.

What this means for SWAN & Member Library staff:

1. SWAN IT will immediately take over the management of firewall SonicWall appliance hardware and configuration thereof.
2. SWAN has created a Network Administrator position with approval from the SWAN Board to support our network infrastructure and security. This position was approved at the September 2015 SWAN Board meeting, and will be filled within the next few months.
3. SWAN Member Services will expand our contracted service with Unique Integrated Communication for any "overflow" of SWAN support calls during business hours and generated support tickets. Unique Integrated Communication staff already provides answering services on behalf of SWAN Member Services on evenings, weekends, and holidays.
4. Versatile will likely continue to support any of our libraries that they are contractually attached to, but please be aware that they are not permitted any sort of privileged access to our systems, including Symphony WorkFlows, Enterprise, or the library SonicWALL firewall. Should they approach you for access to any systems, please contact IT Manager Steven Schlewitt at [it@swanlibraries.net](mailto:it@swanlibraries.net) or at 630-734-5130 for clarification.
5. Versatile has a contract arrangement with RAILS to visit Burr Ridge to access SAM server equipment for the group of libraries using the Comprise SAM system. Should any questions arise about the SAM arrangement, please contact RAILS IT Director Anne Slaughter at [anne.slaughter@railslibraries.info](mailto:anne.slaughter@railslibraries.info) or 630-734-5127.

Thank you for your patience and understanding. Should there be any questions beyond the scope of IT or network infrastructure, please feel free to contact Aaron Skog at [aaron.skog@railslibraries.info](mailto:aaron.skog@railslibraries.info) or at 630-734-5122.