

BOOKBINDING | BOOK MANUFACTURING | PRESERVATION | DIGITIZATION  
COMMERCIAL RECORDS MANAGEMENT | LIBRARY DEPOSITORY SERVICES

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## NEWS

### ***Book Partners Fulfills a Vital Need in Academic Publishing***

In 2018, book manufacturer Edwards Brothers Malloy, of Ann Arbor, Michigan, closed their doors after 125 years in business. A segment of their work was in the printing and binding of theses and dissertations for ProQuest. When the work was taken over by HF Group, they found themselves facing a dilemma: a three month backlog of approximately 10,000 items.

Because HF Group has extensive experience with these products, as well as the necessary production capabilities, ProQuest reached out to Jim Heckman, HF Group VP, for help. Their goal was to tackle the backlog as quickly as possible, while fulfilling new orders. Working with our IT department, and the Indiana production staff, a plan was put together:

*In order to meet ProQuest's requirements, we had to be able to accept PDF files that were two different sizes, both hard cover and soft cover, and we had to process them quickly. In addition, there was the challenge of tracking and accounting for thousands of orders per week.*

After some trial and error, a system was developed that allows ProQuest to transmit orders securely via FTP. We receive the orders and put them into an automated stream for pre-processing and pre-flighting using the PitStop Server system, where corrections are made automatically. The few that fail, are flagged for review, while the majority are sent on for printing and binding. Throughout the process, a reporting system, developed by IT staff member Vic Wiggins, tracks each order and, when it is complete, it is imported into our accounting system for invoicing. The ProQuest and HF Group teams worked together to develop a streamlined automation system and successfully worked through the backlog and currently run an efficient workflow system.

*"The management and staff of HF Group were happy to help ProQuest master this challenge, and we look forward to a long and productive partnership."*

*- Jim Heckman*

## PROJECTS

### ***Business Continuity: Addressing Cybersecurity***

Hardly a day goes by when there isn't news of a crippling cyberattack on a business or government agency. Every organization is vulnerable, from the largest enterprise to the smallest company.

HF Group has always employed traditional means of protecting data but, as the attacks become more sophisticated and harder to detect, the chances of being compromised have increased. CEO, Jay Fairfield attended a presentation by a cyber security professional that illustrated the ease with which a hacker can compromise a typical organization's systems. After an internal discussion with IT staff, the decision was made to invest in a professional review of our data protection capabilities and an evaluation of our risks. *(continued)*



In 2017, the now-famous **Wanna Cry** ransomware attack reached more than **10,000 organizations** and **200,000 individuals** in more than **150 countries** within **48 hours**.

The cost of recovering from this attack ran in the **hundreds of billions**.

Half of all cyber attacks are targeted at small businesses



The average cost of a malware attack on a company is \$2.4 million



It takes 5 minutes to hack an IoT \* device



\* Internet of Things: (internet-connected devices) smartphones, smart watches, fitness trackers, home voice controllers and much more

### **Business Continuity: Addressing Cybersecurity (cont.)**

In the spring of 2019, HF Group accepted a proposal from MCPc, a global data protection company, to perform a detailed assessment. Their assessment is based on the NIST (National Institute for Standards and Technology) SP 800-53 Rev4 Standard for Recommended Security Controls.

To begin the process, CIO Mark Sapusek provided MCPc's Chief Information Security Officer with documentation, providing information about many aspects of our computing infrastructure and facilities, including the following:

- Network(s) and the flow of information
- Servers, endpoints (laptop and desktop PCs), mobile devices, personal devices, and facilities
- Security controls and policies currently in place
- Third party vendors or partners who have access to the network and/or have physical access to the building



The next step involved a series of twelve lengthy telephone interviews in which Mark was questioned, in-depth about the above topics and more. It is noteworthy that a number of positives were revealed in the course of the analysis: our use of cutting-edge Cisco Meraki firewalls, industry-leading virus protection through BitDefender, email security through cloud-based SOPHOS/Reflexion Total Control, automated patching (updating) of all systems, and external monitoring of all websites.

After our August closing meeting with MCPc, we will review their recommendations, evaluate any outstanding risks, and balance our cybersecurity strategy, our personnel and our infrastructure to provide the best protection for HF Group's data.

## **PEOPLE**

### **Meet Keshia Runyon!**

Keshia began working in HF Group's AssureVault division three years ago after a friend, knowing of her studies of history and literature, suggested the opportunity. She came on board as Assistant Manager of our Gahanna library depository facility and a year ago she became the Facility Manager.

Her responsibilities are to ensure that all incoming and outgoing processes run smoothly and are within the guidelines we have established with customers and staff, while staying in contact with our primary facility in Chesterland. One of the most critical aspects is accounting for the exact location of each item. Handheld barcode scanners are used for this purpose so that each item can be tracked to a specific box in a specific location on a shelf in the warehouse, on a pallet, in transit, or at a customer's location. Another vital responsibility is monitoring the building's environment to ensure that the temperature and humidity are within proper ranges.

Keshia is originally from Huntington, West Virginia. Her three Pomeranians and a cat are her constant companions. When she's not managing the warehouse, Keshia is a fan of Columbus Blue Jackets hockey, enjoys costuming, board games, and gardening. She manages a social group that features vintage clothing, lifestyle, photography, and modeling.

*When the Facility Manager position became available, Keshia's experience from the previous two years, along with her enthusiasm to learn more about managing the facility, employees and customer relationships made her a perfect fit for the job.*

*- Laurie Banaszak, AssureVault General Manager*

