

TLN Technology Committee Meeting Minutes

APPROVED

Tuesday, August 15th, 2017

Waterford Township Public Library

1. Usual Business

1.1 Order and Approvals

- Meeting called to order at 9:35 a.m.
- Agenda for August 15th – Approved
- July Minutes – Approved with changes.

1.2 TLN Update

- TLN's annual service renewal form has been sent out and is due August 25th.
- Envisionware is on a different renewal schedule and therefore is not on the renewal form.
- TLN hired a new part time person, Alex Norman who started August 7th. He was hired because Andrea Polsgrove has moved to full time to the Shared System department (they needed another full time person to help with the migration). Please welcome him on board.

1.3 Announcements & Upcoming Events (Library News)

- Tech Forum is September 29th. Please be sure to register in advance as it can fill up quickly.
 - Opening Keynote Speaker is Ken Varnum from University of Michigan Library will be discussing bringing new technologies to your library
 - Closing Keynote Speaker is Kevin King of Kalamazoo Public Library who will be discussing how to make your IT team more customer service oriented.
 - Some of the session topics are: Single Use PC's (raspberry pi), Virtual Reality Systems, and more.
 - Deadline for registration is Sept. 8th
- Lyndon Township (part of Chelsea District Library's service area) has passed a broadband bond/millage. The bond that passed will require a 2.9 mill for 20 years. It will be used to build a fiber to the home network that will connect all residents in Lyndon Township. The township will be forming an implementation subcommittee that will hire a project manager, contract with an ISP and send out separate RFP's for designing the network, building the network and maintaining the network. There are several other townships in western Washtenaw County interested in following in Lyndon Township's footsteps.
- Waterford Township Public Library will be having an Eclipse party this Monday. They will have glasses and lots of activities planned. It was discussed that many other libraries are doing eclipse parties as well. Some recommendations for the party. If you don't have enough glasses try streaming it . NASA and ABC news will be doing live streams of the eclipse. NASA also has some 3D printed pinhole projectors designs available on their site.

2. Discussion Topics

2.1 Spiceworks – Free Help Desk System and more

- Farmington, Waterford , and Northville use Spiceworks
- Sales rep who was supposed to run the presentation was unable to do so. So Michael Shereda did an excellent presentation. Slides for presentation will be sent to the TLN list along with the minutes.
- Below are some brief highlights from the presentation
 - Farmington has been using the helpdesk portion of Spiceworks only, However, there is an Inventory and Network Monitoring module of Spiceworks as well and it's all free.
 - Farmington has it setup so that staff only have send an email to file a ticket. Then tech staff login to the portal to manage the tickets.
 - There are basically two version of Spiceworks. A hosted version (in-house) or a cloud version. The cloud version of the helpdesk does not tie into the inventory system and the hosted version does. So, if you have the inventory and the helpdesk modules setup and use the portal to enter a ticket that ticket is automatically associated with the machine used to submit it. A tech/admin can change which machine is associated with a ticket if the ticket ends up being for another computer.
 - Spiceworks can tie into active directory and the inventory module will track hardware and software.
- The helpdesk system that TLN is using is Vision Helpdesk. Northville is using Meraki and Nitro. Amanda Parry has considered using Trello, and PRTG is another good network monitor recommendation

2.2 Tech Comm Officers for 2018

- Brief discussion about officers for 2018. Michael Shereda is willing to be secretary for 2018.

3. Sharing Resources

3.1 Security Issues/Tech Tips/Websites Worth a Look

- At the July meeting there was discussion about video camera policies. Waterford ordered cameras and installed them. Waterford received a grant from their insurance carrier due to osm of the slip and fall incidents in the front of the building. Currently they have external facing cameras but there's some discussion about adding internal cameras.
 - Some discussion about library privacy act and what it covers. It was mentioned that internal cameras are covered by library privacy act and external ones are not.
 - Waterford is limiting viewing of the security camera to specific staff.
- TLN has discovered that Microsoft is blocking new processors from receiving updates of Windows 8 and Windows 7 operating systems. Specifically AMD Ryzen and Intel Kaby Lake cannot get updates for Windows 8 and Windows 7. These processors also have problems with compiling specific programs.
- Manage Mobility is a company that Melanie Bell of Chelsea Library recommended for helping to manage a hotspot loan program. They've changed their policies so that they only support organizations with 50 + hotspots. Michael McEvoy of Northville mentioned that they are using

Alpha Connected. To help manage their hotspot loan program. It's a Sprint company. Contact is Emily Hughes emily@alphaconnected.com .

- **Meeting adjourned at 11:08 am**

Next meeting: Tuesday, September 19th, 2017 – 9:30am
Location: Canton Public Library (1200 S. Canton Center Rd)

Attendees

Michael Shereda – Farmington
Michael McEvoy – Northville
Angie Michelini – TLN
Andrew Mutch – Waterford
Melanie Bell – Chelsea
Marjorie O'Donnel – Lyon
Dan Blakney – Allen Park
Amanda Parry – Auburn Hills
Hannah Lesniak – Wixom
Eric Hayes - Orion

Virtual Attendees

Bill Bowman- Clarkston Independence
Ed Rutkowski – Brighton