

Technology Committee Meeting Minutes

Approved

Tuesday, April 21, 2020

1. Usual Business

1.1 Order and Approvals

- Meeting called to order at 9:32 am
- Agenda for April 21, 2020 – Approved
- Minutes from February 18, 2020 – Approved

1.2 TLN Update

- Telecomm committee reviewing draft bid for new 3-year contract. Hoping to have TLN board approval to post in July
- TLN staff working remotely, trying to plan for reopening

1.3 Announcements/Upcoming Events:

Discussion of plans for reopening library buildings

- Waiting for Governor's order. She will probably extend the order but may relax some components.
- Currently Redford planning for staff only to report on May 1.
- Waterford having senior staff meeting today to discuss plan. Preliminary plan is 5 phases, no people in building until phase 3. No public for a while.
- Some may reduce hours. Ferndale discussing this possibility, also not opening parts of the library.
- Auburn Hills talking about curbside pickup on Saturdays only, because no one to clean building
- Canton looking at curbside pickup
- Northville meeting Wed to start discussion, will be opening in phases, cancelling all meeting rooms, etc. until it's safe. Taking stock of cleaning supplies. Shields delivered soon from Library Design.
- Livonia using local company Saturn Printing that is making shields for local stores. <https://www.saturnprinting.com/>
- Highland Twp – discussion of how managing curbside pickup
- Chelsea looking at google phone to chat they are at library to pick up books <https://voice.google.com/u/0/about>
- Canton looking at pick time to schedule pickup: picktime.com – requires patrons to create an account. <https://www.picktime.com/CPLcurbside>

- Redford had started pickup, going to label parking spaces and have patrons call and say which space they are in. Start with just in-house inventory.
- Julie Porreca – Taylor had people call for curbside, made signs in parking spots so could tell which spot they were in.
- Highland might start with just Circulation desk and not reference desks.
- Tape on the floor showing distance & decals (Library Design)
- Plymouth planning access at every other computer & making appointments for computer use
- Auburn Hills will be limiting time on computers.
- Chelsea looking at PC reservation mode. Removing mouse & keyboard so can hand them clean ones each use.
- Redford moving computers to meeting room & distance them. Going to use by appointment only, so can clean in between use. Reservations done by phone
- Auburn Hills considering having a greeter to count number of people allowed in and that they are wearing masks
- Guidelines recommend 1 person allowed per 1000 sq foot of building. Question as to whether this includes staff/how many staff allowed in building at one time.
- Some libraries may be repurposing employees to do cleaning
- Have staff print out forms instead of making patrons log onto computers
- Removing barriers: eliminating print & fax fees?
- Concerns about helping older non-tech people apply for unemployment
- Possibly allow patron computers to allow remote control for staff to take over computer and help then without touching patron computers? Or extendable pointers?
<https://www.tightvnc.com/>
- Chrome extension: <https://chrome.google.com/webstore/detail/vnc%C2%AE-viewer-for-google-ch/iabmpiboiofbgfabjmgeedhcmjenhbla?hl=en>
- Google Remote desktop. <https://remotedesktop.google.com/>
- Zoom. <https://zoom.us/>
- Webex: <https://www.webex.com/free-video-conferencing.html>
- Recommendation to use Sign up Genius for signing up volunteers
- Hartland using portable UVC wand to disinfect building, also ordered a more industrial strength wand that plugs in and can clear an area in 3 seconds. Safe for use on electronics. Demo on company website: <https://www.cureuv.com>. Kills bacteria, viruses, mold, beg bugs, dust mites. Cost is \$120. Very bad for your skin, can't look at bulb or will damage retina. Need to use in open area, could use to disinfect keyboards, mice, etc. Rented a POD for sports equipment checkout, and are looking at putting mountable UV light in and putting materials in then disinfecting them. Bulbs replaced once a year for approx. \$18/bulb
- Dish washing gloves for clerk desk staff
- Amazon bag for UV sterilizing phones

1.4 Sharing Resources/Tech Tips/Websites worth a look:

Discussion of Virtual Programming

- Northville created virtual building tour https://northvillelibrary.org/?page_id=22444
- Auburn Hills has been prerecording content as has Plymouth
- Discussion about setting up recording area for programming in the library
- Zoom book groups, Facebook live book groups are being planned.
- Ferndale did online scavenger hunt – posted to social media. Using online resources to find answers to the challenges
- Northville did book discussion through Discord, Harry Potter zoom party coming up, sent email to all cardholders. Helping people with library card issues via email.
- Plymouth doing D&D programs with Discord
- Northville looking at virtual reference hours via Zoom
- Auburn Hills & Lyon Twp have employees calling older patrons to check on them & help with services
- Livonia did virtual escape room with Google Forms, patrons encounter librarians throughout the library to get clues
- Cromaine youth dept doing online Storytime, Facebook & YouTube. Reading challenge – 50 families signed up. Amazon gift cards as prizes.
- Concerns about staff cell phone numbers exposed to patrons. Using Google Voice or Ring Central are good solutions. Can't use google voice from library account.
- Tyler at Northville is a Discord developer & can help with bots
- Northville lets people see library while closed. Can count number of cows in the building
- Some libraries are buying more staff laptops & hotspots to help with virtual programming
- Suggestion of providing lights for staff to do better recordings.
- Melanie shared a 5-minute video on best lighting & camera position for recording – <https://www.youtube.com/watch?v=IAXYEDUM9Co&fbclid=IwAR002bnGQLC5mFZYtLn hTt7YjH2ah1gXFLDcn5gXLJLpK0yYfmE-qXeWIsk>
- Many using Adobe Premiere elements for video recording
- Chelsea bought Camtasia through Tech Soup – 30 day free trial, but also mentioned: <https://www.techsmith.com/video-editor.html>
- Chelsea looking at purchasing portable green screen: https://www.amazon.com/Collapsible-Wrinkle-Resistant-Greenscreen-Background-Auto-Locking/dp/B07DWTGLPM/ref=sr_1_9?crd=20QOG3UF66H42&dchild=1&keywords=green+screen+portable&qid=1587480571&srefix=green+screen+port%2Caps%2C175&sr=8-9
- Canton uses Camtasia also
- Recommendation for using OBS with gaming – Auburn Hills uses for some recording: <https://obsproject.com/>
- Many are now supporting staff with video, audio, tech support

- Auburn Hills has used Vega Movie studio (\$50) for editing.
<https://www.vegascrativesoftware.com/us/vegas-movie-studio/>
- Waterford repurposed laptops from lab to give to staff – Township requires them to use Township device to access files, using Meraki client to remote in for troubleshooting. Using remote desktop.
- Plymouth using VPN for remote access too
- Livonia staff just copied files to flash drive
- Plymouth bought 6 laptops for staff to work from home from Amazon. CDW-G was out of stock
- Problems with hardware deliveries of computers purchased right before closure
- Concerns about supply chain disruption when we reopen and components fail.
- Expanding Wi-Fi by putting mobile hotspot in library window so that people can access Wi-Fi in public area, parking lot. – put sign with password info.
- Patrons have asked to use outside outlets at library to get multiple devices on Wi-Fi
- Novi has outdoor antenna to provide Wi-Fi to neighboring park
- Chelsea has patio with Wi-Fi access and power outlets
- Northville signal strength extends out a block from building
- Canton got rid of splash page for Wi-Fi
- Creating a post Covid shopping list: wireless headsets, webcams, desk lamp that's directional, maybe portable backdrops, external microphone (yeti). – maybe create a podcasting or video conferencing kit for staff
- Cromaine planning to do collaborative podcasting
- Considering possibly add video equip or audio broadcasting kits to library of things
- Cromaine putting books with craft supplies into kits for kids and adults

Discussion of Virtual Summer Reading Program

SRP product discussed includes Wandoo Reader, Beanstack, Bookpoints & Booksquared

Beanstack:

- Livonia moved to Beanstack – youth staff didn't like Wandoo interface and they love Beanstack (Karen Smith) Beanstack trial (patron side only) Beanstack requires 3-year contract.
- Auburn Hills moving to Beanstack – many onboarding steps
- Plymouth. Loves Beanstack
- <https://beanstackedu.beanstack.org/reader365>

Bookpoints:, open source <https://bookpoints.org/>

Read Squared: <http://demo.readsquared.com/>

- Farmington is using Read Squared

Wandoo:

- Wandoo trial - <https://demozonepublic.evanced.info> user/pass = demoguest

Tech Forum discussion

Potentially use On24 for online conference for Tech forum? <https://www.on24.com/>

Meeting adjourned at 11:41 am

Next Meeting: Tuesday, May 19, 2020

Attendees:

| | |
|-----------------|------|
| Donna Winter | LVCC |
| Marjorie Dixon | LYON |
| Martin Smith | REDF |
| Michael McEvoy | NORT |
| Susan Paley | FERN |
| Angie Michelini | TLN |
| Dan Wetterstrom | WPL |
| Glenn Fischer | HART |
| Amanda Parry | AUBN |
| Andrew Mutch | WATE |
| Carl Swanberg | CANT |
| Charlie Hokett | NOVI |
| Connor McNamara | AUBN |
| Carl Miller | PDL |
| Dawn Dittmar | HIGH |
| Ed Rutkowski | BRIT |
| Cathy Buehner | HIGH |
| Emily Dobbs | WIXM |
| Erin Look | AUBN |
| Julie Porreca | TAYL |
| Melanie Bell | PLYM |
| Scott Wright | DEXT |
| Scott Rakestraw | CHEL |
| Steve French | GPPL |
| Tyler Vitale | NORT |
| Michael Shereda | FARM |
| Aubrey Franklin | FARM |
| Maria Good | WHLK |