

Technology Committee Meeting Minutes

Approved

Tuesday, August 18, 2020

1. Usual Business

1.1 Order and Approvals

- Meeting called to order at 9:31 am
- Agenda for August 18, 2020 – Approved
- Minutes from July 25, 2020 – Approved

1.2 TLN Update

- Circuit upgrades were all completed by July 31
- Telecomm bid for new 3 year contract - Sept. 9 deadline to respond.
- Merit conference info sent out, virtual event, registration is open – Nov 9 – 13
Cost – member rate is \$15
- Tech Services renewals are due

1.3 Announcements/Upcoming Events:

- Tech Forum on August 26th, cost is \$10
 - Library of MI will talk about grant proposals
- Northville launched new website: northvillelibrary.org
- MyReadingLog end of life August 31. Users can do an export to an excel file, can be imported into LibraryThing. Hosting service is paid until end of Sept., then will take off the server. No way to email patrons who are using it, was a privacy decision not to capture email addresses.

Library Updates:

- Orion has been open only for computer reservations for 3 weeks – 8 computers available. . Max of 10 patrons in building at a time – 45 minute sessions. 1 copier, 1 fax, and 2 tables for single wifi users available. Tentatively planning to open for book browsing after Labor Day.
- Orion using grant to purchase 11 wifi hotspots and 11 Chromebooks for circulating.
- Hartland has installed additional plexiglass in the teen and adult computer areas making 4 more computers available. 30 minute computer sessions. Max capacity is 18 patrons in building. Copier and fax services are available.
- Ferndale not open to public yet. Limited staff in building, still doing curbside service.

- Waterford not open yet
- Ferndale upgrading wifi with grant. Schools in Ferndale will be virtual.
- Waterford got grant for wireless too.
- Meraki has outdoor wifi solution: MR 86 with antenna and weather proof case. Angie will send out contact information. Close to \$1800 for all components
- Taylor & LTPL letting any customer use computer – Taylor let 1 hour per day and 10 free prints. LTPL has 30 minute sessions with 10 free prints.
- Taylor building not open, but computers are available in Community Room – Chrome books. Have print from home and email print jobs
- Northville is open. Max of 40 people in building including staff. 3 Computers available for Northville residents only. 45 minute sessions, no extensions. 1 other print express station with 10 minute max. Reservations encouraged, but not required. No chairs in the building Usually 9 – 12 users per day. Copiers and fax available. Planning to expand open hours in September.
- Novi has 2 computers available for patron printing. 30 minute time limit. Copiers are available.
- Farmington not open yet, don't have an estimated opening date yet. Curbside is steady during limited hours. Considering limited computer appointments in the future.
- Redford asks for computer appts, but not all do, 90 minute appts. Take walk ins when available.
- Canton doing PC booking by apt, open to anyone. 90 minute sessions, 25 minutes for just printing. Set up in Children's area. One way traffic flow through building. Max of 8 people allowed in building at once. Last computer session is at 4:00 pm.

Assisting Patrons on computers:

- Orion using TeamViewer on staff PC's to help patrons remotely.
- Hartland states that computers are self service only. Upgrading public monitors to 24 inch to make it easier to see and help patrons.
- Northville removed keyboards & mice. They plug them in when someone needs to use a computer. After session they are removed. Have dual monitor system at desk if they need help. Also have VNC on public computers, but makes patrons uncomfortable.
- Waterford planning to put larger monitors on public computers to help staff with helping patrons
- Redford looking at remote control software

Ideas for future presentations:

- TBS time management
- Disinfection methods/equipment
- Waterford got small UVC units – can fit keyboard and mouse in it.
- Chromebook management

- Livonia bought chromebooks through Amazon
- Portable air cleaners to improve ventilation

Mobile Hotspots:

- Livonia got grant for hotspots – looking at T-Mobile
- Ferndale using T-Mobile – 15 now
- Westland has 61 hotspots now – Tmobile too
- Hartland using TechSoup Mobile Beacon that are Sprint/T-Mobile. 20 units that circulate for one week. Data is turned off if not returned by due date.
- Lyon using T-Mobile and have had very good support. 20 units that circulate for 2 weeks.
- Northville using Sprint, have 10 units. Quarantined after return for 96 hours, then cleaned.

Curbside Apps:

- Livonia no longer using Capira curbside – have patrons call for curbside appts. Using Google sheet to track. Capira not as visual for staff, not practical in their environment
- Northville & Hartland planning to launch Capira after Labor Day
- Auburn Hills has problem with Capira not giving notifications
- Harland & Lyon using Capira and have requested the notification capability
- Redford having people call in to schedule pickup
- Ferndale just has two pickup time slots. All staff doing curbside

Other notes:

- Hartland disinfecting with GermGuardian UV-C air cleaner
- Westland using Logitech \$25 headsets for staff- from Amazon
- Oakland County has funding available for public libraries for PPE, tech for remote access – Sept 11 deadline. Reimbursement program.
- TLN is switching from RingCentral to Zoom for future meetings

Meeting adjourned at 10:44 am

Next Meeting: Tuesday, September 15, 2020

Attendees:

Marjorie Dixon	LYON
Martin Smith	REDF
Michael McEvoy	NORT
Angie Michelini	TLN
Donna Winter	Livonia

Charlie Hokett
Glenn Fischer
Dan Wetterstrom
Ed Rutkowski
Julie Porreca
Carl Swanberg
Connor McNamara
Amanda Parry
Nicole Pinskey
Eric Hayes
Andrew Mutch

NOVI
HART
Westland
Brighton
TAYL
Canton
AUBN
AUBN
St. Claire County
Orion
Waterford