

Technology Committee Meeting Minutes

Approved

Tuesday, June 16, 2020

1. Usual Business

1.1 Order and Approvals

- Meeting called to order at 9:32 am
- Agenda for June 16, 2020 – Approved
- Minutes from May 19, 2020 – Approved

1.2 TLN Update

- Jim Pletz is retiring October 1. TLN is working on forming a search committee to fill his position
- TLN office is open as of June 8, some employees are in building, some working at home. RingCentral is routing calls to those working remotely.
- 13 libraries requested circuit upgrades. Working with AT& T to schedule new circuits. The upgrade will happen the first 2 weeks of July – will coordinate site visits
- Dell portal has new procedure – each person has their own login. Everything else works the same.
- For those applying for CARES grant funding to improve wireless access, Meraki demo of outdoor wireless with Greg Manter – ask CDW for actual quote.

1.3 Announcements/Upcoming Events:

Discussion Topics

1. Library Status: Where are you currently in your plans?

- Livonia doing curbside. Construction at Civic Center until mid July, anticipating July 20 to reopen. Sandberg open after July 4 holiday if protective barriers are up. Will be open for abbreviated hours, 11 -6 for curbside
- Clarkston started curbside on Monday, no fully open date yet. Are working abbreviated hours 10 – 6. Standard hours starting next Monday. All staff is back. Curbside from now on for patrons who prefer it.

- Canton started curbside last Thursday. Now letting patrons place new holds. Will be reopening café with public computers before tax filing deadline.
- Redford open with abbreviated hours for curbside. Looking to expand hours by next week. Minimal staff in building, enough to manage curbside. Hope to offer computers on June 29, moving to meeting rooms and available by appointment. Can submit print jobs from home, free of charge with curbside pickup.
- Northville looking at curbside print, not sure about payment yet. Curbside pickup started Monday from 10 – 5. Only drop off returns during open hours. Will think about letting patrons in on July 6 if nothing changes.
- Ferndale offering curbside pickup from 10 -1 and 4 – 7. Minimal staff in building. Not sure when reopening fully. Staggering staff shifts.
- LTPL started curbside pickup on Monday during normal operating hours. Offering to print & fax items emailed to library at no cost. Will likely open to public July 6 with time limit for checkout and computer use.
- Brighton started curbside last Monday, with limited hours, 6 days a week. Looking at opening building July 6, no public computers yet. Using LibCal appointments to schedule pickup, the free version.
- Northville using Google sheets to schedule curbside pickup.
- Plymouth is using Pick Time for scheduling curbside pickup.
- Clarkston uses QE scheduling. All scheduling by phone. Free tier.
- Highland, started curbside last Friday for open holds, new holds started yesterday. Staff this week working regular hours. Regular staff in building. Have no tech person, how are you handling computers?
- Livonia not starting computer use yet, will limit to 2 hour time blocks per day, far down the road. Will start with grab and go. No computer use until September, and will be cleaning between use.
- Westland is currently closed. Most employees were furloughed and some are working remotely. June 29 bringing back staff at 50% of normal hours, will work on returning services a week later. Will be curbside only and all staff remote. Getting Sensus door counter with occupancy product. No computer use at first.
- Plymouth is in the middle of an HVAC project right now, staff not allowed in building during work. Curbside only offered on evenings and weekends, and not for a few weeks.

- Auburn Hills will be providing only curbside pickup for 3 weeks.
- White Lake started curbside yesterday.
- Plymouth looking at putting remote software on computers for help. Also putting a computer 6 feet away for staff who are assisting patrons.
- Northville testing Team Viewer for patron help.
- Redford considering using dual monitors at Reference Desk for staff to be able to share what they see.
- Canton using calendly for scheduling curbside pickup. Planning to use it to schedule appointments for public computer use. Problem for those who don't have a computer to schedule.
- Redford having customers call in to make appointments for computer use.
- Plymouth looking at web interface for Envisionware to allow for remote access.
- Clawson looking at Envisionware Cloud9 platform that has remote management and printing.
- Northville looking at Cloud9, but too new and don't want to be the first.
- Highland looking at curbside printing
- Clarkston waiving any print fees. Using Envisionware remote printing.
- LTPL is offering curbside printing by connecting to wireless in parking lot. Printers are all enabled for wireless printing.
- Clarkston looking at Locking off hallway, just putting computers in entryway for public use.
- Ferndale using RingCentral for calling for pickup.

2. **Capira's Curbside App (presenters: Jessica Rathjen and Michael Berse)**

- Demonstration of Chester County library system 18 – 20 libraries in Pennsylvania.
- Integrate with ILS. Asks for library card number and PIN, only can schedule when items are ready for hold.

- Email or text notification reminders (if you have Twilio account)
- Record car information in app to identify vehicles coming for pickup
- Can block patrons with blacklist (those who are repeated no shows, etc)
- Different administration levels
- Implementation form for test of front and back end.
- Pricing can be worked out for consortia.
- Westland asked about using Sierra on AWS – most of Capira’s customers use this and Capira is integrated with it.
- Group purchase price is cost based by number of physical locations.
- Is not tested with TLN’s ILS, but do have several other TLC customers
- Standalone libraries don’t have additional cost.
- Would need to know how many libraries are interested to know the cost. \$499 per building location if 35 libraries interested. Cap is \$299 for about 80 libraries.
- One year contractual agreement, no obligation to continue service.
- Subscription includes support. SIP 2 connection to ILS
- Tech Savvy people will like an app instead of having to call
- Webinar recording links:
<https://register.gotowebinar.com/recording/viewRecording/2962980833914439951/3423613534142960135/mdixon@lyon.lib.mi.us?registrantKey=8618589371394204688&type=ATTENDEEMAILRECORDINGLINK>

<https://register.gotowebinar.com/recording/viewRecording/2682650449778370316/7624360380949284364/jflury@tln.lib.mi.us?registrantKey=3161027068304009744&type=ATTENDEEMAILRECORDINGLINK>

Meeting adjourned at 10:59 am
 Next Meeting: Tuesday, July 21, 2020
 SiteImprove demo

Attendees:

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| Donna Winter | LVCC |
| Marjorie Dixon | LYON |
| Martin Smith | REDF |
| Michael McEvoy | NORT |
| Bill Bowman | CIDL |
| Angie Michelini | TLN |
| Carl Swanberg | CANT |
| Ed Rutkowski | BRIT |
| Cathy Buehner | HIGH |
| George Kelley | Belleville |
| Dan Wetterstrom | Westland |
| Melanie Bell | Plymouth |
| Susan Paley | FERN |
| Michael Berse | Capira |
| Jessica Rathjen | Capira |
| Maria Good | WHLK |