

# Technology Committee Meeting Minutes

## Approved

Tuesday, May 19, 2020

### 1. Usual Business

#### 1.1 Order and Approvals

- Meeting called to order at 9:31 am
- Agenda for May 19, 2020 – Approved
- Minutes from April 21, 2020 – Approved

#### 1.2 TLN Update

- Telecomm committee approved RFP bid for new 3 year contract for WAN. May 7 Executive Committee approved posting, going to board on May 21. The RFP will be posted in early July pending approval to post. 60 days for vendors to respond. Moving forward now because of erate.
- At Inkster, Donna **Sherrill** is no longer director, **board member is the** acting director now.

#### 1.3 Announcements/Upcoming Events:

### Discussion Topics

#### Patron contact via Chat

- Livonia not doing chat, wasn't used enough – email & phone working fine
- Stopped using PHP chat reference because not enough people used it
- Auburn Hills has live chat Wordpress plugin – haven't gone live yet. Will allow patrons to leave a message on website if library staff isn't monitoring it.
- Cromaine using Unique Library chat – same platform Troy uses. Haven't advertised yet, but a few patrons have used already – way to engage circ staff who are without work now, so that they are still doing patrons interaction and actively working.. Affordable & easy to use

#### Reaching Patrons not on social media & not online

- Targeting older people with wellness calls – patrons appreciate it

- Livonia Sending out mailing soon
- Livonia looking at partnering with grocery stores to have kits to give customers at service desk for summer reading
- Northville getting newsletter together for summer reading, will be using ReadSquared – looking at doing mailings
- Lyon putting flyers in South Lyon Comm School home meal deliveries
- Referring people to little free libraries if they need physical books
- Redford putting together bags with materials for summer reading, not doing online program.
- Dexter using BeanStack for SRP, Livonia using BeanStack

### **Webinar roundup (been on any good webinars lately?)**

- Michael McEvoy watched Envisionware – they are launching a new cloud based system, Cloud 9, shared system for login control, no servers.
- Carl Swanberg watched DEMCO with safety tips for reopening:  
<https://ideas.demco.com/webinar/covid-19-safety-tips-for-reopening-your-library/>
- Susan Paley saw Biblioteca with safety ideas for reopening and discussed what libraries around the world are doing
- Marjorie Dixon watched Capira Tech for curbside pickup scheduling:  
<https://www.capiratech.com/>
- Michael McEvoy saw one with cameras that can take patron temperatures
- Marjorie Dixon watched Sensource building capacity monitoring:  
<https://www.sensourceinc.com/occupant-counter/>
- Maria Good shared this program for switching to virtual programming:  
[https://www.youtube.com/watch?v=6EF\\_TV03mi0&feature=youtu.be](https://www.youtube.com/watch?v=6EF_TV03mi0&feature=youtu.be)

### **Best practices for reopening with handling technology**

- Livonia looking at putting plexiglass shields at computers, pages will have to clean between patron use
- Novi will be swapping out keyboard & mouse after each patron use – staff will be replacing& using keyboard covers.
- Northville using keyboard and mouse covers, and rotating keyboards between uses, removing computers to create more spacing. Staff will be cleaning them. Regularly swapping out keyboard & mouse on public computers.  
<https://www.amazon.com/Anson-Dental-Mouse-Sleeve-500/dp/B01MOUY664>
- [https://www.amazon.com/Practicon-7077010-QUIKcaps-Keybaord-Barrier/dp/B00JVEOCQY/ref=sr\\_1\\_3?dchild=1&keywords=disposable+keyboard+covers&qid=1588176029&sr=8-3](https://www.amazon.com/Practicon-7077010-QUIKcaps-Keybaord-Barrier/dp/B00JVEOCQY/ref=sr_1_3?dchild=1&keywords=disposable+keyboard+covers&qid=1588176029&sr=8-3)
- Livonia limiting the amount of time patron can use computer.

- Ferndale is putting plexiglass at reference desks, and reducing hours of operation.
- Livonia will start with curbside pickup & will limit hours to 10 – 6 until patrons are allowed in the building
- Novi is looking at a 30-minute limit for patrons to be in building, and using timers to enforce it.
- Livonia will be requiring patrons to wear masks.
- Canton will be starting with curbside pickup, then limiting access to certain areas & computers by appointment only.
- Ferndale is looking at patron appointments for computer use
- Madison Heights is keeping one computer set aside for walk-ins without appointment
- Auburn Hills is considering lending laptops for in building use
- All libraries have hotspots are still with whoever had them when we closed
- Redford won't lend anything that can't be returned to drop box.
- Lyon is going to use trash cans for dropboxes – will label each with a date and quarantine for 3 days.
- Canton's book drop is open, but they have asked people to hold onto materials for now
- Livonia's drop box is open
- Livonia might consider putting curbside items on table outside of library for patrons to get "library take out"
- Lyon is planning to use a tent outside the front door for curbside pickup, and using colored plastic bags for patron privacy.
- Livonia will be using paper grocery bags for curbside pickup.

### **How are we going to promote social distancing once open? Ideas?**

- Might have patrons call staff by phone, if they are working on a computer and need help to talk them through it.
- Libraries will be noisier because we will need to talk louder to be heard at 6 foot distance.
- Might not be able to show patron something on the Circ desk screen – maybe have a second monitor for patron to see?
- Not sure how to approach helping patrons at public computers – might need to use Zoom or Ring Central to take control of their screen.
- Using Zoom might be challenging with patrons who have limited computer knowledge and skills.
- Look at laser or other pointers.
- Find a remote access that doesn't require user to launch it – ThinVNC or TeamViewer preinstalled on computer to remote in.
- Have ThinVNC on a laptop and sit 6 feet away from patron.
- Hartland is using the appointment feature in Evanced to schedule computer use.
- Novi is using PickTime for appointments.
- Ferndale is using a form to schedule curbside by phone, starting with curbside only for their patrons

- Hold notices are universal in CARL and will be adjusted to a uniform one telling patrons to contact their library to arrange for pickup
- Livonia will be making phone calls to notify patrons that their holds are ready for pickup, and to schedule their pickup
- SASUG is having a discussion about changing hold notification window to 24 hours - Thursday May 28 at 9:30 am SASUG meeting
- Martin at Redford is using Chrome Remote Desktop, using VPN access server to allow Circ staff the ability to remote in to access patron accounts.
- Cromaine is using VPN for remote access through TLN
- Livonia & Lyon are also using TLN VPN
- Livonia is doing some live stream programs for summer reading through Facebook, and the city TV channel
- Northville is looking at Zoom, GoToMeeting, Discord and other systems for programming.
- Madison Heights did a Zoom live stream on Facebook for gardening program
- Highland is using TableTopia & Discord server to setup D&D and gaming programs.
- Cromaine is doing Harry Potter camp online this summer, teen volunteers are driving it – Google Meet for online meetings, has lime streaming option for author visits. Adult services using Jackbox for games, virtual book clubs

Meeting adjourned at 10:41 am

Next Meeting: Tuesday, June 16, 2020

Presentation by Site Improve

Attendees:

Donna Winter	LVCC
Marjorie Dixon	LYON
Martin Smith	REDF
Michael McEvoy	NORT
Tyler Vitale	NORT
Susan Paley	FERN
Angie Michelini	TLN
Glenn Fischer	HART
Amanda Parry	AUBN
Carl Swanberg	CANT
Connor McNamara	AUBN
Ed Rutkowski	BRIT
Cathy Buehner	HIGH
Dawn Dittmar	HIGH
Julie Porreca	TAYL

Scott Wright  
Maria Good  
Ibrahim Ghalib  
Edward Pank  
John MacDonald  
Heather Hames

DEXT  
WHLK  
PDL  
ROPL  
WAYN  
MHPL