Brooks Memorial Library
Technology Committee
MINUTES
February 16, 2017
4:30-6 PM, Local History Room

1. Call to Order / 4:44 PM

    Present: Adam Franklin-Lyons, Jennifer Lann (minutes-keeper)
    Staff: Starr LaTronica, Matthew Wojcik, Jeanne Walsh, Paige Martin
    Absent: Howard Burrows, Katie Montgomery, volunteer

2. Agenda / Changes or additions: None.

3. Public Comment: No public; no comment.

4. Minutes of **December 14, 2016**: Approved with the correction that Matt Wojcik was in attendance.

5. Old Business

-   **Actions for technology service priorities for the 2017-21 strategic plan**
-   **Update the library's privacy policy**
-   **Create an action plan for staff to protect patron privacy**
-   **Technology help sessions update**
-   **BML Pinterest site update (Katie Montgomerie, volunteer)**
-   **Children's Room iPad stands update**
-   **Phone system directory**
-   **Online privacy education**
-   **Updating staff computers:** See town info under "Actions for technology service priorities"
-   **Visions for public access computing on first floor and Children's Room**
-   **Meeting Room technology policies**
-   **Meeting Room reservation software**

-   **Actions for technology service priorities for the 2017-21 strategic plan**

    Reviewed Jeanne's annotated copy of the service priorities (with additions, deletions, and comments).

    o   Potential addition from the December minutes of "Integrate library's technology plans with town's technology plan" with Matt as a town liaison.

    -   Front end: The library's web and email addresses will remain independently the "library."
    -   Back end: The Library's technology will be integrated with the town's technology as appropriate, including staff computers.
    -   Town-wide software licensing audit for software shared across departments.
    -   The purpose is to make staff work easier, make program support easier, to be fiscally strategic.

- o Shift 4f. to 5. Move "Redesign the BML website" from Technology section to "Provide welcoming physical and virtual spaces"
- o 4g. is repeated as 7d. Needs a note for each naming it as identical. Modify 4g/7d to be clearer about what it means. **Next action**: Jeanne and Jennifer will work on clarifying language.
- o Split 4g/7d into two parts: Privacy policy goes to 7: information literacy; addition about how to understand 3rd party risks goes into 4: technology section. **Next action:** Jeanne and Jennifer will work on this, too.
- o Discussed concentric circles of privacy from fully internal, and fully private, to vetted 3rd party services, to patron self-disclosure to 3rd party services, to the Open Web.
- o Jeanne added helpful language under "Provide welcoming physical and virtual spaces" that includes technology.

- **Update the library's privacy policy & Create an action plan for staff to protect patron privacy**
  - o Paige contacted 3rd party vendors, and only OverDrive responded, who said they don't retain patron information. She asked how they recommended resources to patrons, and he never got back to her. But the recommended resources might be library-wide and not patron-specific.
  - o **Next action:** Paige will try again with other vendors.
  - o ByWater Solutions got back to her but couldn't answer Catamount-specific items, such as how long we keep patron notices (e.g., your book will be due in X days; your book is overdue).
    - It may be retained forever, which could be a problem.
    - It isn't essential that we keep the notices, but Matt says they're useful if a patron claims we never contacted them about a fine
    - Adam: Could the notice be: "You have a book nearly due. Sign in to learn which one."
    - **Next action:** Maybe next Catamount meeting, Starr and someone like Matt could raise this issue, since it's a Catamount-wide change to change the notice templates.
    - Matt says ByWater should technically be able to determine what patron information is accessed by third parties and what information do they limit or can they limit, and what a given 3rd party vendor is accessing. Some 3rd party vendors that access include Lynda and OverDrive. **Next action:** Someone (Paige? Matt?) should ask ByWater.
  - o Considerations for a future privacy policy:
    - Whether we would refuse to subscribe to a service because of inadequate privacy assurance.
    - Whether we can band with other libraries (e.g., Catamount?) to pressure 3rd party vendors to revise their practices to be better for patron privacy.
  - o **Next action:** Engage the rest of the library staff in doing an inventory of what patron information we collect and what we need to keep. Need for regular policy review. Staff meeting?

- **Updating staff computers:** See first bullet under "Actions for technology service priorities" above.
- **Phone system directory:**
  - o Jeanne brought a proposed script for feedback. We proposed ways to shorten it.
    Next action: Jeanne will revise and share with staff for their review.

7. Adjourned at 6:03 p.m.

CONTENTS: Minutes of <u>December 14, 2016</u>   NEXT MEETING DATE: TBD