

Brooks Memorial Library
Technology Committee
MINUTES
January 12, 2016
8:30-10 AM, Local History Room

Present: Howard Burrows, Jennifer Lann (minutes-keeper), Adam Franklin-Lyons, Debra Loevy-Reyes (via speakerphone)

Staff: Jerry Carbone, Jeanne Walsh, Paige Martin, Cal LaFountain,

Absent: Katie Montgomerie, volunteer

1. Call to Order / 8:30 AM
2. Agenda/Changes or additions: See item #7
3. Public Comment (None; no public)
4. Minutes of **December 17, 2015** (Approved)
5. Old Business
 - **Technology Help Sessions with Cal: Update**
 - Slower, fewer appointments, still a good mix of old and new, Now that it's no longer the holidays, it may pick up again. Advertised regularly in the Reformer.
 - Two Brown Bags set up: January 26 on OverDrive; February 23 is on OneClick.
 - Next action: put on e-news and library calendar.
 - **Multifunction Printer Install**
 - Going well. Wireless printing set up and going well. (Worked it out with DII) PDF and image files (Word files, etc. can be converted to PDF)
 - Instructions in About Brooks. Next Action: needs to also be in How Do I? (Cal ask Barb)
 - Also set up for scanning; also going well. 50 cent suggested donation.
 - Jerry: question: how far to go into making a profit. Kate O'Connor excited about it. Jeanne: We have the opportunity to be the town's office center now that Baker's is gone. If we were to do that, we would need to remain well-supplied. Jerry: need to make the lease (\$226 a month, 5 years, we only buy paper and a fee per copy that we more than offset with fee.). Deb: should we discount students? Jerry: hard to establish at coin vending station. Deb: is there a way to bypass? Yes. More of a per-case basis. Paige: most of who uses our computing services could use a discount. Jeanne: unofficial policy of "if you use the reference desk, here's your free printed article(s). Rutland makes their lease plus a small profit (a couple hundred a year).
 - **BiblioBoard Update**
 - Nothing new
 - **Next action:** Jeanne will see if it's on the website yet.
 - **BML Pinterest Site (Katie Montgomerie, volunteer):** Tabled until next meeting.
6. **New Business**
 - **Town IT Vendor Service**

- Town committed to expanding IT support from one person (Bill from Vermouth Computing).
- Library network different from town network (ours from DII).
- Competitive Computing is the chosen firm.
 - Closest office in White River Junction.
 - Competitive Computing wanted to meet with each town department to determine the needs.
- Looking to eliminate physical servers, moving to the cloud.
 - Library server is too overpowered.
 - A physical server not the necessity it used to be.
 - Has library statistics, endowment fund ledgers, forms, other ledgers, Porter Thayer collection of images, Fine Arts images.
 - Replace old server with something on the cloud.
 - Adam: wise to have on-site copies in addition to the Cloud; need not be a server. More than one copy for security.
- **Teen website:**
 - Want the teen site to be a real website like the Children's Room's website.
 - Barbara, our web designer, has what she needs to change it; we're waiting for it to be so. We have a proposal for her.
 - Howard said ALA Midwinter had exciting teen YALSA stuff going on. Leadership from teens would be helpful, since they're ahead of the curve.
 - **Next action:** bring proposal to the Board tonight with our committee's recommendation that it be approved. Includes items beyond the teen portion of the site.
- **iPad stands for Children's Room**
 - Would like a protected iPad in the Children's Room ages 4-8 for one iPad, and if that goes well, another for ages 9-12.
 - It would be stationary. It needs to swivel, pivot; go everywhere. Needs a protector for the charging plug so it doesn't wear out.
 - It would feature a game per week.
 - A highly reviewed pivot lockdown system that Paige tried to get a quote for, but they haven't been responsive. Tend to run between \$90 and \$400.
 - Or could there was a seating area with a cable—like in Apple stores, or Staples.
 - BTW, zip-tied items (e.g., power cords, headphones) can still be stolen.
 - Jerry: **Next actions for Paige:** Once we figure out, go to Friends for funding. Also: talk to Jay at Brown computing for ideas.
- **Screencast Software:** tabled for when Katie is here.
- **Phone system directory:**
 - Make current system more caller-friendly. Jerry now understands how hard it is.
 - It will need to be edited to update about Jerry.
 - **Next action for Cal:** update for accuracy.
 - Jerry has console software on his computer, and no one else's.
 - It can be set up for the holidays.
 - You can have your voicemail sent to you as an email.
 - Someone needs to be trained besides Starr. **Next action:** Cal should be trained this week by Jerry.
 - **Next action for Cal:** Lindsay needs to get a voicemail email because her phone doesn't show her that she has a voicemail.
 - Goal: fewer hoops for patrons.

- Should it ring at someone's desk first again? Staff are unclear what the policy is.
- Can we see how many people call, and how many people go through to a person?
- Jerry has heard that pushing numbers don't always translate properly via cell phone.
- Lots of calls for Children's programs. They can call or email. Can Google Forms help for patrons' confidence about a response?
- BTW, new phones from the Town. We have old phones. We could talk to Marty to replace individual worst phones.
- **Next action:** Jeanne will research best practices for phone trees.
- **Next action:** Cal will try to see if the calling software has call stats.
- **Next action:** Paige will draft a form for staff to track phone use, and Jeanne will modify.
- **Next meeting:** We will consult with Starr.
- **Library Freedom Project and Tor Relay in libraries**
 - LFP does many things, including working with the Tor system to ensure internet privacy via setting up nodes that scramble your internet data.
 - We don't record what patrons check out to ensure their privacy. This is an effort to do the same for what people look up online.
 - The "exit node" is where the signal finally leaves. Harder to host exit nodes, because the host could be liable for the signal that comes out.
 - If a library set up an exit node, it's harder to blame the entire library than it would be for a private one.
 - Lebanon, NH library is the first exit node from the LFP. Its node was shut down temporarily via a cease-and-desist order due to drug-related traffic, but then it was reestablished. ALA endorsed its reestablishment.
 - Adam: is the goal to extend to everyone who uses the library website? Do the computers we have patrons use, aren't they already anonymous? It's still easy to trace.
 - There's also the service of encouraging public awareness about internet privacy issues.
 - Jerry: this would be a DII issue. The Tor Relay is a software, and the exit node is a physical item. DII is unlikely to be initially receptive. The LFP could "lobby" to DII for us should we be interested.
 - LFP has more libraries willing to host relay nodes, and no one else (besides Lebanon, NH) to host an exit node.
 - **Next action:** Jeanne: let's learn more about LFP.
 - How established is it? Would ALA's intellectual freedom policy have something to say about it?
 - Jerry looked it up during the meeting. They participated in the ALA conference.
 - Howard: and then there's the DuckDuckGo browser. Adam: uses it a lot. Poor at high-detail searches. Definitely clear of a personalized filter. Good for general searches. But it can't handle a research article title.
 - Jeanne: Public awareness issue is an important one. Like what does it mean when you search while logged into Google? Public education opportunity.
 - Educating ourselves: most of our patron data isn't stored to protect privacy—make sure as little of it is stored as possible.
 - Start basic? Internal housekeeping, digital literacy workshops, etc. and educating selves about exit node possibility. ALA could help maybe.
 - **Next action:** Paige will email use article about Tor Relay.
 - **Next meeting:** Keep talking about this with Starr.
- **Our last meeting with Jerry**
 - We'll miss him!

- He's warmly invited to attend our future meetings as a member of the public.

7. **Additions to the Agenda:**

- Howard: **next action:** he will send us a summary of his ALA Midwinter experience. Very interesting tech stuff.

8. **Adjourned at 10:05 a.m.**

NEXT MEETING DATE: February meeting TBD via Doodle

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