Brooks Memorial Library
Technology Committee
MINUTES
December 14, 2016
4:30-6 PM, Local History Room

1. Call to Order / 4:36 AM

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

2. Agenda / Changes or additions:
   We will attend to new business first.
   Katie will show posters (but we ran out of time).

3. Public Comment: No public; no comment.

4. Minutes of **November 2, 2016**: Approved.

5. Old Business

   - **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**
   - **Visions for public access computing on first floor and Children's Room**
   - **Meeting Room technology policies**
   - **Meeting Room reservation software**

6. New Business

   - **Actions for technology service priorities for the 2017-21 strategic plan**
     - "Evaluate and curate [ ] digital resources…"(Include in information literacy part of the plan)
     - There is overlap between information literacy actions and technology actions. Some resources are both, like Lynda.com, depending on what they're using it for.
     - Both basic and cutting-edge technology resources for the span of needs of the community.
     - Potential for cross-referencing other parts of the plan, like the community hub part ("see also 5 b.")
     - Reviewed last plan's technology part.
     - "Redesign library website […]" is relevant anew.
     - Other items achieved.
     - Starr:
       - Media mentorship for parents and caregivers. (Good media use for their children; access to quality media and devices, screen time)

- o Community access to tools and devices as instruments for instruction and personal use.
- (Some libraries circulate hot spots for 6 months to a year.) Comcast has a cheap rate for parents of children with free or reduced lunch.)
- App recommendations.
- New tech alerts to go with new book alerts.
- Libguides as a robust tool—need to find ways to get the information out to people.
- Howard: Usergroups—community members could contribute to these resources. Wikis. Community engagement.
- Hardware, software. Introduce community to new devices, make sure they know about it, and make sure we have the policies and procedures in place for staff to use. Use our massive window to advertise our many resources.
- Integrate with town's plans for technology.
- Integrate community, businesses, students, Brattleboro Area Techies. Help teach each other as a community.

- **Update the library's privacy policy**
  - Privacy policy last updated 2010.
  - Paige distributed the current privacy policy.
  - Somethings are no longer relevant (e.g., Patron circulation transaction backup tapes, which no longer exists)
  - Paige emailed OneClick, Overdrive, Lynda, Mango about their retention policies, but they haven't responded yet.
  - Jeanne can contact sales reps to try to reach someone more directly.
  - Jeanne says that OneClick has no patron-record privacy for anyone who has access to the back end (i.e., what staff has access to).
  - Transparency: May need to update our policy to be clear that not all library resources ensures privacy at the same level. A general statement, such as "Each online resource has their own privacy party that should be consulted …"
  - Need patron education about privacy. Any head's up, like a pop-up screen, something like, "You're leaving the Brooks Memorial Library—privacy policy no longer applies. See the terms of service for the resource for, yada, yada." Ideally it would link to the specific resource's privacy policy.
  - Has the ALA had anything to say? Paige says ALA indicates that vendors should establish and maintain effective methods for patron privacy.
  - Lynda.com and disclosure of information: if Lynda.com sells, they reserve the right to sell personally identifiable information; ALA recommends an opt-in policy to have personal data shared with third-party vendors, whereas Lynda.com has an opt-out.
  - Matt: Lynda.com authenticates via library card number, but Lynda.com doesn't have access to who has that library card. **Next action:** He'll confirm that they don't get personally identifiable information.
  - Koha not reflected in this policy and the fact it's hosted by Bywater Solutions, stored live offsite. So we need to know Catamount Library Network and Bywater Solutions policy. Next action: Find this out.
    - o Record goes away when the item is returned, but emails about fines, overdues, etc. are retained, and they have record data.
    - o Koha has an opt-in option for record retention.

- **Next action:** Paige will generate a list of what we need to investigate and distribute the list for multiple people to investigate. (e.g., Jeanne could contact resource sales reps; Starr could investigate Koha, etc.)
- **Next action:** Find out if DOL or VT ACLU has legal counsel to consult about what records we must retain. What if record privacy policies conflict with town policy (such as email retention policy)?

- **Create an action plan for staff to protect patron privacy**
  - There's #2 in the Confidentiality of Library Records policy.
  - **Next action:** Starr: will consult ALA and town attorney.
  - Update policy, followed by staff-wide training on policy and how the policy might be tested.
  - Some libraries post a sign that they have not received an information subpoena and don't take the sign down until/unless they're charged. Brown Bag luncheon.
  - Tor is installed on a reference computer. **Next action:** Matt: Could be included in the standard image of our laptops.
  - **Next action**: Katie will investigate what other libraries do. Katie hasn't come across this idea in Simmons graduate school or in the library literature.

7. Adjourned at 6:03 p.m.

CONTENTS: Minutes of November 2, 2016

NEXT MEETING DATE: TBD