



Santiago Library System
Technology and Tech Services Committee Meeting Minutes
September 20, 2022
1:00 p.m.
Meeting took place at Newhope Library
122 N Newhope St, Santa Ana, CA 92701

Attendees:

Don Hilliard, Anaheim Public Library
Martin Lebria, Buena Park Library District
April Lammers, Huntington Beach Public Library
Lara Paglinawan, City of Orange Library
Seong Heon Lee, OC Public Libraries
Lynn Nguyen, Santa Ana Public Library
Alex Jenkins, Newport Beach Public Library

Introduction

Meeting called to order by Don Hilliard.
Agenda adopted.
Minutes of June 14, 2022, adopted.
No public comments.

Regular Business

1. Round Table Discussion

Santa Ana Public Library:

- Moon Festival Celebration – well attended event
- Library of Things collection – expanding to add roller skates
- Installing outdoor book kiosk – will be located at Jerome park with benches, landscaping, and will have public WiFi – waiting for council approval
- Main library renovation project – in planning stages
- Smaller renovation for Santa Ana’s Newhope Library, which will include a Maker Space lab, planned for this or next fiscal year.
- Upgrade ILS to latest version
- New security cameras installed
- Recently installed self-service charging lockers for patron devices

Orange County Public Library:

- Renewed Envisionware contract
- Researching vendor product bundle for 2024 – PC reservation, patron management, ecommerce from Envisionware
- Looking for library material vending kiosk – RFP process
- Researching Reservation System – Room Booking, Event Registration
- Proxy server to use for authentication inside the libraries
- Converting/Updating training room at Tustin Branch for use by staff for trainings
- Recommendation: SLS-libraries shared list of products, solutions, services and corresponding vendors. Everyone agrees.
- Staffing shortage at warehouse

Buena Park Public Library:

- HVAC replacement project – closed for about 5 weeks. Project completed.
- Expected closure again to address 2nd part of renovations for the building.
- During closure: staff were undergoing staff development (cyber security training, safety training, etc.) and pop-up library at the senior center
- Migrating all staff members to Office 365

Orange Public Library:

- Officially fine-free effective September 1st
- 21-day checkout for all library materials; automatic renewals
- Installed new AWE units – having a lot of issues and currently working with vendor to get a fix for it.
- Library comic-con well attended. Look back page here if anyone is interested: <https://www.orangepubliclibrary.org/books-and-more/comic-convention-2022>
- Library of things: launching sewing machines, rock tumbling machines, telescopes, GoPros.
- Comprise (PC management, print management) getting updated
- Open question: Hotspots through mobile citizen customer support experience and issues: Santa Ana is not renewing; OCPL also not renewing; HBPL with Tmobile direct also doesn't have good customer service; Buena Park uses mobile beacon and recommends for better dashboard for devices.
- Open question: Software used for managing chromebooks? Google admin for everyone.

Huntington Beach Public Library:

- Wrapping up on Library of things: Grant for preschool activity bags
- Working on parks passes and backpacks with state Grant
- AMH project – went with TechLogic for replacement with 11 bins
- Upgrading to SaaS with Horizon
- Digital Saturday Event – possibility to coordinate events with other SLS libraries
- New webpage for tech resources
- City is redoing the library website
- Industrial sewing machine is up and running in the makerspace; Glowforge machine also very popular and hours are being increased for the makerspace

Newport Beach Public Library:

- Media Lab update almost complete
 - Mac computers replaced, PCs replaced any day now, some open source software added as a result of patron requests (raspberry pi imager, etc.)
 - Media Lab Open House nights planned for month of October
 - Mornings for an hour Tuesdays of month
 - Evening for an hour Thursdays of month
 - Will have overviews of software/hardware available
 - Putting out a survey to help determine interest in potential classes
- Due to issues with certain computers/phones having difficulty connecting to WiFi with our current system (primarily Mac laptop computers), we have gotten rid of the splash page for the library's WiFi network. Still have the terms of use on the library's policy page. No issues so far.
- Since we always seem to be in the process of hiring for one or two positions on the reference staff lately, we have been using one person for both the popular collection (dvds, video games, audiobooks, periodicals) and the media/soundlab. To fill the gap that having no specialized MediaLab staff, we are planning on starting sign-ups for specific reference requests and or "drop in" hours where patrons could get help with using the equipment/software available there. We are still early in developing it, but long term staff thought we could do it kind of like a book a librarian program we did long ago, but instead of being just for reference questions, it could include tech use.

Anaheim Public Library:

- Interviewing to fill vacant positions to increase public service hours
- Haskett branch multipurpose room upgrades to include TV, webcam, microphone, etc
- Renovation plans for Maker Space and Media Lab at the Haskett Branch is also underway. Looking at funding opportunities to purchase additional Media Lab materials, although some materials are already purchased. Ideas for Media Lab include sound recording equipment, Memory Lab materials, green screen, 3D printers, Glowforge, die cuts, Cricut printer. Modular furniture is also planned for purchase to allow for flexibility in configuring furniture. Estimated project completion in 18 months
- Central branch – adding two additional access points to basement for staff area
- Working on issues with security cameras
- Working on state library online resources including brainfuse and helpnow
- Working with other local schools where students can use their library cards for online resources and computer use
- Still hoping to get funding to convert from tattle tape to RFID
- Resuming system-wide programs
- Issue with tele messaging service through Sirsi due to windows updates on the server
- Added a security camera with microphone to one of the locations

Fullerton Public Library (Notes provided by email):

- We have a new Adult Division Manager, Jenna Pontious, who comes from the Riverside Public Library and, most recently, the Riverside County Law Library.
- We are closed to the public due to HVAC repairs since Friday, 9/16, and hope to re-open Thursday, 9/22.

- The Baker & Taylor outage affected us significantly and we still have yet to receive notice that any of our August orders have shipped, though I've been assured that they are in process. Our rep let me know that (unrelatedly) several of her client libraries have let her know that they have also been victims of ransomware attacks, so I provided additional cybersecurity training for the library staff.
- We are still planning to begin our sorter replacement search in the next few months and Alysha Long (Circulation Supervisor), Jenna, and I plan on making field trips to local libraries to see your sorters. If you have a sorter (or sorters at multiple branch systems), please let me know so we can be in communication about your sorter. Any and all feedback is welcome!
- We are hoping to post a position in TS in the near future that will be a Library Technical Assistant II. This position will be helping me with managing invoices and accounts, records retention and management, mending, processing, and all of the other TS tasks. Successful candidates will need sharp Excel and organizational skills. Once that posting happens, I will send it to the group and be grateful if you help send candidates my way. In the meantime, I'm still a department of one.
- We had a major collection relocation and are working to combine the junior high/tweens sections from our children's department with our teen/YA sections from our adult department. The ultimate goal is separating these into a separate new budget classification next fiscal year and a redesigned space on the fourth floor. There will also likely be field trips to your libraries related to this project as well.
- We have our quarterly Friends of the Library booksale this weekend, Friday, 9/23, and Saturday, 9/24.

Mission Viejo Public Library (Notes provided by email):

- Mission Viejo Library is going to be celebrating its 25th anniversary next month. Our Friends group will be holding an anniversary celebration gala and fundraiser at the library on October 7th.
- In conjunction with our 25th anniversary we will be officially going fine free next month. We have technically been fine free for a few weeks now as a "soft launch" – we worked with SirsiDynix to have existing overdue fines wiped from the database and our system configured to not charge overdue fees. Even though we have not advertised this change to the public yet some patrons have noticed and so far the response has been very positive. We will still be charging for lost and damaged materials.

Adjournment

1. Next Meeting (January; Huntington Beach Public Library) date and time TBD.
2. Adjournment