

## **MDLIBTECH Meeting Notes – 03/06/2018**

Attendees: Connie H. (Anne Arundel County Public Library), Jennifer Falkowski (SMRLA), Ray Reed (Charles County Public Library), Marianne Meador (Charles County Public Library), Liz Sundermann (Baltimore County Public Library), Dana (Harford County Community College), Allen D. (Ruth Enlow Library of Garrett County), Maria (Calvert Library), Sara Stephenson (St. Mary's County Library)

### **MDLLIBTECH Meeting Agenda**

- Mobile hotspots
- Point of sale systems
- HTTPS
- What's New in Your Library?
- Tech Connect 2018 Planning
- Next Meeting

### **Mobile Hotspots**

Charles County is offering 55 hotspots with unlimited data through their vendor TechSoup and the internet provider is Sprint/Mobile Beacon.

St. Mary's County is offering 20 hotspots with 250MB a day, 1.5GB per two-week checkout period through their vendor Kajeet and the internet provider is Verizon. Data management is a manual process for staff.

Calvert County is offering 25 hotspots with 200MB a day through their vendor Kajeet and the internet provider is Verizon.

All three counties in Southern Maryland have been circulating their hotspots very well and they are very popular.

AACPL is going to use TechSoup and Sprint/Mobile Beacon and will be launching soon. They are starting with 23 hotspots for their 15 branches.

Allen D from Garrett County asked about concerns over lost units. Charles County will purchase replacement units for lost or stolen hotspots, but will recoup the costs from the fees from patrons. If a unit is defective or broken, the unit will be replaced for free through Sprint/Mobile Beacon. Calvert and St. Mary's have an insurance policy to cover against any lost, stolen or damaged items and they will be replaced after a deductible through Kajeet.

Hotspots are not collecting user-specific data. Kajeet dashboard accessed by some staff does include general allowed and disallowed domains, but no user-specific data.

## **Point of Sale Systems**

What is being used at circulation desks for point of sale?

AACPL uses Comprise SAM 10 for POS. Staff had difficulty dealing with the new interface, but is getting used to it and they are rolling it out next month.

BCPL rolling out Comprise as well. Liz from BCPL said that they will not go cashless in the near future. They will continue to use Bibliotheca self-checks, and credit payments at self-checks will roll into Comprise during the upgrade.

Charles County is using cash and credit and credit card swipers at all the self-checkouts.

## **HTTPS**

Google will begin displaying "Not Secure" on HTTP sites. Impact on library websites? Are our sites already secure, or do we need to take steps to get them there? What about vendors? Any tips for addressing the issue with them?

Library websites:

- Charles County uses Symantec for SSL Certificate.
- Calvert County uses Symantec for SSL Certificate.
- Garrett County is using Go Daddy.
- BCPL is launching a new compliant website in early April that is built in Site Executive.
- AACPL was not sure what SSL certificate they use. They host their informational website in-house. Their catalog is PIKA and it is now HTTPS.
- SMCL has a Comodo certificate through their host, also have Let's Encrypt certificate for additional subdomains.

Jennifer suggested talking to vendors about HTTPS at contract renewals.

## **What's new in your library**

Charles County will be going to a roving model along with St. Mary's County (new Leonardtown library). In Charles County, the circulation desks will become self-checkout areas and there will be a small informational desk at the entrance of the libraries with rolling desk models in place around the library. At new Leonardtown Library, there will still be a staffed checkout/information desk, but fewer staff and rolling stations for other areas of the library.

AACPL just launched mee scan. Customers love it, they download the app and check themselves out. Basic training for staff. Southern Maryland is upgrading Tech Logic.

BCPL is currently upgrading Evanced for their library and the process has been difficult and slow. Liz would not recommend. AACPL is taking a serious look at using LibraryMarket. Southern Maryland may be looking at other options in the future, maybe an RFP?

Charles County is taking advantage of free wireless printing for the public by using the free app

through their Xerox WorkCentre machines. AACPL just launched the Comprise Product, SmartAlec and it has been successful.

Liz at BCPL asked if anyone had tried LibChat. BCPL is considering adding it. They've added separate queues for each library, now branches would like chat. Would replace AskUsNow.

### **Tech Connect 2018**

Planning for the upcoming Tech Connect 2018 this winter. First meeting will be in April/early May. Jennifer F. volunteered to help with the planning. There is no set date or schedule yet for the Tech Connect 2018.

### **Next Meeting**

**The next MDLIBTECH meeting will be Tuesday June 5, 2018 from 10 a.m.-12 p.m.**

**It will be held at the AACPL Headquarters in the CEO Conference Room**

**The address is:**

**5 Harry S Truman Parkway**

**Annapolis, MD 21401**