

## MDLIBTECH 2021-09-14 Meeting Notes

### Attendees

Alex Houff BCPL, Brian Wohlers SMRLA, Jeff Powers SMCL, Josh Batucan AACPL, Maria Jolley CL, Raymond Reed CCPL, Robyn Truslow CL, Samone Seeley CL, William Berryhill CL, Sara Stephenson SMCL, Kevin Middleton LBPB, Nini Beegan MSL, Charles Spalding SMRLA

### MDTechConnect - December 2

- Anyone from your system contributing? What are you hoping to see?
  - LBPB Presenting on Digital Inclusion (John Owen, Jerry Price)
  - Hoping to see: making devices E-Rate/CIPA compliant
  - Hoping to see: Hybrid Programs
    - Not on the schedule now, but if you know anyone, encourage them to reach out to MD Tech Connect team ([mdtechconnect.org](http://mdtechconnect.org))
- Current sessions include data, virtual movie discussions, podcasting, distance learning, etc.
- Have a meeting in December outside of Tech Connect?
  - No
  - Push meeting to January

### Hotspots

- Charles County seeing them sitting
- BCPL - ~350 hotspots, hold lists on all

### ARPA funds - Tech Investments

- What tech investments are your systems using ARPA money for?
  - LBPB -
    - deal to put Fusion on every public library machine in the state. Send license file and .msi to all systems, push out to public machines (and staff - agreement covers)
  - BCPL
    - Mobile app from III
      - Mobile self check
    - Added to Zoom accounts
  - CCPL
    - Antennas for public wifi
    - Question: Do you have customers accept terms? CCPL is just open, AACPL got rid of theirs. Kevin - cover yourself with terms and conditions  
Josh- [letsencrypt.org](http://letsencrypt.org) for a cert to stop the "continue to unsafe" warning
  - SMCL
    - Mobile library
  - CL
    - Improving outside space for wifi use
    - Owl - 360 camera with mics/speakers

## Tech Training

- Where do you go for training employees or customers for technology? What are some hot topics?
  - Calvert used KnowBe4 home course, sending randomly to customers
  - Password managers
  - BCPL
    - Planning to use Northstar
    - Building competencies
    - Vendor videos, supplemented by custom
  - Northstar
    - Digital literacy
    - Can be used for staff and public
- What do we want more info on?
  - Outdoor/Hybrid Programming
  - Accessibility
  - Big picture - efficiency, should we be looking for what things are becoming automated?
    - Self checkout apps
    - Egrants management portal at MSL
    - LBPD looking at wayfinding app for MD libraries
      - Using RFID?
    - Robots?
  - Learning management for customers
- Cisco Networking Academy

## Cybersecurity

- What topics are being covered in your system? Any stand-out modules?
  - KnowBe4, Cisco Networking Academy, Cyber Readiness Institute
  - Password managers
  - Package of essentials
    - LBPD does Kevin Mitnick yearly
  - BCPL has training through county with monthly requirements
  - AACPL tried Meraki products, but decided not to move forward switching everything out. Locks on network rooms.

## Round-Robin - Community Tech Challenges and Successes

- What are some challenges you are facing in your communities that might be helped with a technical solution? What are some successes you've had utilizing tech to help your customers? Reservation systems, scheduling systems, etc.
  - Hybrid programming
  - Microsoft Bookings for reservations - BCPL
    - 19 branches use for My Librarian appointments, entrepreneur, virtual
    - Running through Springshare and Outlook
    - Robust enough to handle the demand
  - SOMD libraries using Communico Schedule for curbside, appointment based events, etc.
  - LBPD Scribe system: 7-8 audiobooks on a cartridge to send out to customers. Let them stay open during COVID and more easily serve customers. ~80/day.

- CCPL - finding that IT staff working remotely is more efficient
- AACPL policy for teleworking, ensuring security
- Zoom through MSL - very successful statewide
- BCPL - hotspot program beneficial from customer standpoint
  - From staff perspective, it's been challenging
  - Using Mobile Beacon, Verizon, and Alcatel
- CCPL using Bonusly for staff

#### Brainstorm Future Agenda Items

- We need topics! Part of our mission is to think of new ways for technology to enlighten and enable our systems and customers. What are we interested in right now, and what do we see on the horizon?
  - Accessibility and inclusion
  - Efficiency
  - Discovery layers (BCPL looking at Vega)
  - Cybersecurity
  - Microsoft tools for automation, back end processing, Power BI, etc

#### Last Call

- Any tips, tricks, or other exciting news to share before adjourning
  - MSL still subscribes to Skillsoft which has tech courses
  - Niche Academy for MD Library staff rolling out soon