3/5/2023
- Attendees
  - Raymond Reed
  - Bill Taylor
  - Maria Jolley
  - Time Beers
  - Derek Buter
  - Robyn Truslow
- Mobile Printing options
  - Smart Alec (Derek Buter)
    - If you use the app, you can print mobile from wherever
    - But the app doesn't walk you through it, so need the instructions posted
    - Basically like selecting a printer from your phone
    - Kiosk required at the library
    - County subscribes to "doing better business printers" and so provided multifunctioning printers that do everything
    - Comprise provides the kiosk attached the printer
    - Now that it's set up to use library card number, it's better

From email with more details:
FCPL recently adjusted the settings for SmartAlec to allow our customers to login via their library barcode versus having to create an account via e-mail address. For the most part, our customers who know their barcode are very happy with this change. If they don't know their barcode, staff are happy to look up and provide the number for patrons.

The App itself isn't very user friendly – basically the way it works:
1. Download the app and use your barcode to login.
2. Select the file on your mobile device and select print. (Users can also choose to print a webpage, or print directly from Google drive)
3. Select SmartAlec as the printer on your device
4. Proceed to the library and to a payment center, select "Print my Document"
5. Enter your library card number and login
6. Access the print page and Touch the file name in the main print screen. You will be presented with a preview of the document that you selected. Touch on # of Copies to print multiple copies, or to print selected pages within the document. When these selections have been made, touch Continue.
7. Select the appropriate printing method and then press Continue.
8. The payment center I believe is from Comprise – it integrates with a Multi-Function Printer from Doing Better Business (who has a contract with our County).

The App itself doesn't guide you through any of these steps – so we posted instructions on our website: https://www.fcpl.org/wireless-internet-printing

As far as I know, customers have been pretty happy with this change in workflow – especially once they go through the process once. Additionally, the print jobs can be picked up at any branch – I live about a half an hour from Headquarters and there are times when I need to print something quickly from my phone and can pick it up at the branch a mile from my house.

- o Print by Xerox
  - • Charles county
  - • Use your library barcode as password…but that means the customer has to be trained how to change their password
  - • Coin/credit vendors (new) …so much trouble in the first 6 months (Charles Co)
  - • Put money in first and then you can bypass the repeated instructions?
- o St. Mary's uses Envisionware with LPT1
  - • It's easy but people still need help, don't read the instructions that are right next to it. Release print job, put in guest pass or library card # . Mobile printing requires email address but not password
  - • Pricey upfront costs
- o Western MD doesn't do wireless printing
- • Future Ready Thinking exercise
  - o List 10 things that are true about libraries
  - o Flip them around for 10 years in the future (ex…currently true: we have DVDs and BluRay disks…flipped: we don't have DVD and BluRay)
  - o How did we get there? What does that look like in 10 years?
  - o Topics discussed
    - • Budget for subscription services…it's only going to get more extreme
    - • Interactive kiosks for language, digital AI, directional too
    - • Video Games, sim games, VR
- • MD Tech Connect Extended (Fall) or MD Tech Connect Conference (Dec) topic requests?
  - o Moving servers to Cloud hosting
    - • Charles is already paying $800/month for backups, it would only add another $600/month
  - o 2 factor authentication to improve security
    - • Private line (generic logins private line for workroom) or personal cell phone (authenticator app)
  - o Cyber insurance: what are the standards
  - o How to upgrade your website to be more secure
  - o Use cases for AI, ChatGPT in a library
  - o The shift in libraries from collections to programming/activities, software companies are noticing this as well. Futuring visioning
    - • ILS is being turned into a suite of apps that will manage programming, communications and PR, statistics, business intelligence
    - • Transformation of libraries from warehouses to community centers…tech implications
    - • Impact of what tech we use, what software we need in the future

- • Jane McGonigal on 4/25, Building Urgent Optimism https://www.eventbrite.com/e/building-urgent-optimism-for-the-future-with-jane-mcgonigal-md-lib-staff-tickets-803151727437?aff=oddtdtcreator
- • Trying to learn more about:
  - o Moving to cloud
  - o Cyber security
  - o Roaming profiles