Santiago Library System
Tech Services & Technology Committee Meeting Agenda
1:00 pm, September 20, 2022
Meeting Taking place at Newhope Library
122 N Newhope St, Santa Ana, CA 92701

Call to Order

1. Call to Order

2. Roll Call

3. Adoption of Agenda

4. Oral Communications / Public Comments

Consent Calendar

5. Approve minutes of the June 14, 2022 Santiago Library System Tech Services & Technology Committee Meeting

Regular Business

6. Round Table Discussion

Adjournment

7. Agenda Preparation for next Meeting (January 2023?), Location TBD
8. Adjournment

Santiago Library System
Technology and Tech Services Committee Meeting Minutes
June 14, 2022
1:00 p.m.
Anaheim Public Library (Haskett Branch)
in the Staff Conference Room with additional Publicly Accessible Locations via Zoom:
Huntington Beach Library

Attendees:

Don Hilliard, Anaheim Public Library
Ann Duarte, Buena Park Library District
Martin Lebria, Buena Park Library District
Bethany Weinberg, Fullerton Public Library
April Lammers, Huntington Beach Public Library
Tony Dillehunt, Mission Viejo Public Library
Lara Paglinawan, City of Orange Library
Katie Sverapa, OC Public Libraries
Seong Heon Lee, OC Public Libraries
Lynn Nguyen, Santa Ana Public Library

Introduction

Meeting called to order by Don Hilliard.
Agenda adopted.
Minutes of March 22, 2022, adopted.
No public comments.

<u>Regular Business</u>

1. Current Automated Materials Handler (AMH) vendors; satisfaction with equipment and service
   - Anaheim, Buena Park, Mission Viejo Library, and Santa Ana Library do not currently have an AMH system
   - OCPL:
     a. Vendor: Tech Logic
     b. Satisfied with equipment and service. Have noticed increased efficiency with the speed in which materials are delivered. Branches are happy with the maneuverability of the bins and small branches notice the space-saving dimensions of bins when compared to traditional book carts.
     c. Some things to consider are:
        i. Ensuring adequate bins usage and funding for bins are accounted for in the contract request

   ii. How BatchTransit is used across the library branches – OCPL has some libraries on BatchTransit and others manually receiving transit, this can result in increased human errors, especially when books "piggy-back" on the AMH conveyor belts.

- Orange:
  a. Vendor: Bibliotheca
  b. Upgraded AMH in 2018 (previous AMH also Bibliotheca). Equipment runs smoothly and upgraded AMH hasn't required hard resets like previous model. Service and support, however, can be uneven.
- Fullerton:
  a. Vendor: Bibliotheca
  b. AMH is approximately 10 years old with a 9-bin system. Looking at ways to modify bin assignments to best fit the library. Service has not been positive overall. AMH accesses both internal and external book drops. Common errors include shiny book issues and piggybacking of materials.
  c. Contract is tied with other services, including self-checkout. Considering other vendors for self-checkout such as MeeScan.
     i. Open Discussion about MeeScan used in conjunction with iPads. Sometimes the iPads will turn off requiring staff to power them back on.
     ii. Open Discussion about Bibliotheca's products and how well they communicate with one another.
- Santa Ana:
  a. Does not have an AMH but looking at vendors. Researching FE Technologies.
- Huntington Beach:
  a. Vendor: Bibliotheca
  b. Looking to replace current unit, researching Bibliotheca, EnvisionWare, Tech Logic

2. Round Table Discussion

Anaheim Public Library:
- Renovation plans for Maker Space and Media Lab at the Haskett Branch 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
- Received 3rd Round of California State Library Chromebooks and laptops
- Looking to upgrade Multipurpose room at Haskett branch including web cam, wall monitor, microphone, etc.

Buena Park Public Library:
- HVAC replacement project is tentatively planned for August 2022. Approximately a 4–5-week closure is expected.
- Library is installing new HVAC unit – expected closure for 4-6 weeks
- New Director has been hired after the previous Director retired
- Received $5,000 grant to create supplemental kits for Park Passes. Kits to include various materials such as telescopes, binoculars, bug kits, etc.
- Summer Reading underway. Started early to ensure program wraps up before HVAC project requires the branch to close.
- Bids for new security camera system are underway

- - - Open Discussion on current systems including Siemens. Siemens integrates with different software providers including Milestone and Genetech.
  - Updated 3 AWE Early Literacy Stations
  - Staff computers upgraded

Fullerton Public Library:
- Looking to replace AMH
- Replacing projector. Current wall mounted unit doesn't work and need to rewire for sound
- Establishing a Teen Card identity in ILS, allowing targeted marketing to increase teen usage of and participation with the library
- Undergoing a purge project to remove patrons with expired cards over 3 years old. Manually removing comments or blocks that are restricting the system from removing these records
- SRP numbers are 30% higher from last year's numbers
- Using LibCal, an events module to schedule events and appointments such as passport services
- Fullerton Public Library's "Captain Info" YouTube series won a CLA award

Huntington Beach Public Library:
- AMH project upgrade from 9 to 11 bin system.
- Looking at Laptop Vending Machines
- Upgrading to SaaS with Horizon
- Received a grant for Preschool/Early Learning Bags
- Received Industrial Sewing Machine for Maker Space
- Palace Project but requires new SIP server connection
- Open Discussion on whether a splash page is used to connect to WiFi. Consensus was no, most libraries do not.

Mission Viejo Public Library:
- Petitioning for system to be fine free – meeting and vote to occur on 06/14
  - Open Discussion on whether going fine free should change the grace period for items going into lost. Consensus was no, most libraries did not change the grace period once becoming fine free.
- Starting a Books by Mail program
- Disability Needs-Assessment underway
  - Performed a Disability needs assessment with Dayle McIntosh Center for the Disabled
  - Looking at technology, tables and chairs

Newport Beach Public Library: (Provided via email)
- Melissa Hartson is the new Director of Library Services
- Branch and Youth Services Coordinator will be retiring
- Refreshing Media Room Computers. Last upgrade occurred in 2015.
- Implemented Total Business Solutions for public computer reservation and print management. Working with Newport Beach's city IT department to create online reservations for the public
- Summer Reading has begun, using Beanstack for online component

- Open discussion on Policies or best practices for removing videos from library webpage, such as linked YouTube videos or in-house storytime videos. Most libraries do not have a retention policy. Most videos are kept online as an archive unless copyright laws restrict their use. Orange has pages with embedded videos that are hidden depending on the season, ex. Halloween. Direct links will still open the page, but the intention is to be able to quickly and easily update or reuse content as needed once the page is back in season.

Orange Public Library:
- Petitioning for system to be fine free – meeting and vote to occur on 06/14
- Updating holdings with OCLC for database clean-up
  - Completed inventory through mobile staff. Over 2,000 items had previously been marked as missing but found on the shelf.
- Replaced 12 AWE Early Literacy units. Units have been divided amongst the Orange Public Library branches. Funded by Library Foundation.
- Received new Microfiche/Scanner, looking to upgrade local history software
- Researching new Maker Space materials including GoPro, Sewing Machine and Rock Tumbler
- Beginning Pop-up Libraries for outreach. Current location is at the Outlets in Orange. Staff are creating book bundles for checkout during outreach.

Orange County Public Library:
- Introduce new ILS Administrator, Seong Heon Lee
- Adding new databases: Law Depot, Value Line and InfoBase Access on Demand Videos
- Adding new materials vendor: IR Books
- Open Question: Poll how library systems conduct email campaigns using vendors such as Patron Point. Vendors vary across library systems and include Patron Point, Unique's MessageBee, Constant Contact and EBSCO's Library Aware. Targeted messaging includes welcome emails, library newsletters, campaigns specifically for user groups such as "Teens" or program-specific like Summer Reading. Most systems have analytics software allowing tracking of emails sent, emails opened, links accessed, etc. Also allows libraries to clen up their ILS with bounce-back email notifications.
- Open Question: Poll how library systems handle patrons with exorbitant fines/fees. Discussion was mixed with some systems using collection agencies such as Unique and others handling internally. Most systems are fine free or in the process of becoming fine free and currently haven't seen an influx in excessive lost or damaged materials charges.
- Open Question: Poll for what types of materials and funding options library systems have for assistive technology. Most libraries with Assistive Technology include Optelec Magnifiers.

Santa Ana Public Library:
- Integrated a new content management system, WordPress by Cloud PC
- Book Mobile program launched using a Ford Transit van
- Major renovations planned for Santa Ana's Main Library. Estimated project length from planning to completion is 3 years.
- Smaller renovation for Santa Ana's Newhope Library, which will include a Maker Space lab, planned for this or next fiscal year.

- Researching book kiosks for an outdoor library space at Jerome Park. Space will allow opportunities for programming and events. Project funded by the city.
- Received $50,000 to add to Library of Things collection including GoPro, Board Games
- Cataloging Chromebooks and Chromebook Kits received from California State Library grant.
- $500,000 received for Early Literacy Kits, Stem Projects
- With Cannabis monies library has purchased additional databases including Ancestry Newspaper, Mango and ABCMouse.

Adjournment

1. Meeting for Q3 2022 Meeting (September; Santa Ana Public Library, Newhope Branch) date and time TBD.
2. Adjournment