



Santiago Library System
Tech Services & Technology Committee Meeting Minutes
April 23, 2024, at 1:00 p.m.
Meeting Taking place at Board Room, Buena Park Library District
7150 La Palma Avenue, Buena Park, CA 90620

Attendees:

Alex Jenkins, Newport Beach Public Library
April Lammers, Huntington Beach Public Library
Donald Hilliard, Anaheim Public Library
Lara Paglinawan, City of Orange Library
Anh Vu, Santa Ana Public Library
Tim Balen, Placentia Library District
Bethany Weinberg, Fullerton Public Library
Katie Sverapa, Orange County Public Libraries
Tony Dillehunt, Mission Viejo Library District

Introduction:

Meeting called to order by Martin Lebria.
Agenda adopted.
Minutes of February 6, 2024, adopted.
No public comments.

Regular Business

1. Procedures, Guidelines, and Purging of Out-of-Area/Online Cards
 - a. Anaheim: Querying libraries about this, as ID.me costs over \$50,000 for address verification
 - b. Buena Park: Have online applications and users need to verify in-person within 6 months, otherwise the card will be deleted. Some databases are restricted with online cards (have a different number string)
 - c. Newport: Similar as Buena Park, have different amount of digits and delete after 30 days if not verified
 - d. Mission Viejo: Similar, cards are set to expire after 30 days if not verified
 - e. OCPL: Similar, card are set to expire after 30 days if not verified. OCPL considered using
 - f. Huntington: Do not offer online applications
 - g. Yorba Linda: Patrons can register at home, and need to come in person and show the ID to get the card
 - h. Santa Ana: Staff check to ensure if a valid California address, including shelters
 - i. Orange: Expire after 30 days unless they renew for a full-access card, can access e-resources except for Kanopy. Have a different prefix

- j. Placentia: Virtual library cards that do not expire, staff reviews the form
- 2. Cybersecurity Training for Staff
 - a. OCPL: Uses knowbe4.com cyber security training, and IT sends out periodic cyber security phishing attempts and trainings
 - b. Fullerton: Same as above
 - c. Newport: Same as above, also prohibits computers from allowing USB drives
 - d. Yorba Linda: Same as above
 - e. Anaheim: Same as above, and has a firewall and email quarantine
 - f. Placentia: Same as above, and has email quarantine
 - g. Orange: Had cyber security training during COVID
 - h. Santa Ana: Similar, and if staff clicks on a phishing attempt email then will take a 30-minute training course
- 3. New Officers Starting July 2024
- 4. Round Table Discussion

Buena Park

- Summer Reading Starts June 8, Beanstack will be used for SRP
- Sensus is being looked at for a new people counter.
- Recruitment for a Library Assistant and Library Clerk soon
- Kick off meeting with Streamline was held for a new website.

OCPL

- On the horizon: World Languages & “EnvisionWare” RFPs
 - “EnvisionWare” is specifically for Patron Printing, Self-Checkout, eCommerce, Wireless Printing, PC Reservation
 - Looking at best vendor for specific areas so master agreement may result in one or many vendors
- Adding more Library of Things materials including Kitchen Gadgets and “Off the Wall” items like Dog Agility set, karaoke machine, soil tester, etc.
- Wrapping up Zip Books - ~\$22,000 grant funds expended. Waiting for materials to come back
- Hiking backpacks from Southern California Library Cooperative (SCLC)
 - Requested 200 received approx. 180
- Library Vending Machine contract in progress
 - Still need to determine location

Fullerton

- Hunt Branch opened April 13, open Tuesday – Thursday 10:00 a.m. - 4:00 p.m., have bookshelves but not books so far. Has museum exhibits and is an event space for the Parks and Recreation Department
- Have interviews soon for the library technology assistant position
- Considering RFP for wireless printing service
- OverDrive let them know they have the highest average per capita use for their comics database

Newport Beach

- 4/4 iOS version of Communio App up (<https://apps.apple.com/us/app/newport-beach-public-library/id1524642529>), then Android edition a little over a week later (<https://play.google.com/store/apps/details?id=org.communico.nbpl>)
 - Really like the new app, positive feedback so far

- Still working out some kinks (a few books showing as available when checked out), but been very responsive so far (fixed an issue with audiobooks showing up as print books already)
- Last major things from app wishlist they are still working on are push notifications and improved search result reordering (by author, title, etc.)
- NBPL plans to purchase State park passes (50 system-wide) since the program is being cut by the state but has been very popular here
- Newly created appeals process allowed the Board of Library Trustees to override (3-to-2) the Library Director's decision regarding book challenges and in the most recent meeting (4/15/2024) decided to move the book *Melissa* from the children's section to the teen section. This was despite more support from the public to keep the director's decision, and appears to be in conflict with the collection development policy they approved. *Prince and Knight* was also appealed, but they (unanimously) decided to keep it in the children's section. More appeals will be handled at future meetings (3 per board meeting at the next two meetings).
- Have a Spring Reading Challenge through Beanstack going on. Not nearly the push of a Summer Reading Program, but it works as a nice way to ease some new patrons into using Beanstack, and is easy for those already familiar with Beanstack to pick up.
- Seed Library launched at Mariners Branch Library. Patrons can check out up to 5 seed packets per month (about a third of a normal seed packet you'd get in a store). Patrons do not have to return seeds, but they can (and we are developing a community seed section for if/when they do)
- The Central Library's parking lot is currently impacted (and will be for some time) while the new Witte Lecture Hall is being built next to the library

Huntington Beach

- RFP for library privatization has not been put out yet
- Council voted to create a 21-person committee to oversee all the items purchased for children; the committee is supposed to order the books in full, so there are difficulties
- Parent control card were meant to be launched around March 1, however pushed back
- Turned off security gates so they are counting people in the building but not having security
- LaptopsAnytime kiosk may come in May

Anaheim

- Several of our branches recently got upgraded/additional wireless access points
- Saturday, April 27 is the APL's annual AnaCon event
- We have tested Princh, Envisionware's new wireless printing product replacing PrinterOn, and will implement it in coming months
- Since CSL-funded online resources for career seekers are going away soon, we are considering alternatives or promoting existing products as we don't have funding to continue CSL's offerings
- We have not yet received City funding for RFID conversation
- Like one Bibliotheca RFID library, we have muted alarms on Bibliotheca tattle-tape security gates at two locations due to frequent false alarms
- After investing AI/chat products, we are not pursuing chat-based reference at this time. We felt that none of the AI options were ready for prime time, with only the non-AI Unique service answered by humans seeming like a viable option
- We have mixed reviews for AWE Platinum Online, which like the AWE computers is popular with our patrons, but it took months of work from our City IT Systems Administrator to get AWE's product working in a usable secure kiosk interface on our computers

- We just renewed Burstek's bt-Webfilter service used on our patron computers, but we are looking at other options as this vendor has no ETA for the product being supported on an OS newer than the now-unsupported Server 2012

Mission Viejo

- RFP for materials vendor is live now. Currently use Ingram
- Local History librarian applied for Groundworks grant, and the library is installing environmental sensors in the library and archives to detect heat, temperature and moisture
- Considering LibCal for study room reservations and other appointments
- Added iPads in kiosk mounts for AWE stations; still trying to lock down the iPads better

Orange

- Technology
 - Libcal for meeting room rentals will go live soon. We will be using it for our study room reservations, and events (eventually).
 - Currently in the process of configuring Aspen Discovery and the companion app.
 - Symphony Upgrade to 4.0 completed; web services upgrade completed as well
 - Attended COSUGI conference
 - Got an overview of Sirsi's plan for Bluecloud (discovery, mobile app, circ, cat, acq) – overall, they are trending towards GOOD – but I think they are already playing catch up to products already available now, especially discovery and mobile
 - Attended a session on spring cleaning the database – this is in line with tech goals every year, which is to clean up our patron and bibliographic databases as much as possible
 - Long term agreement with Bibliotheca on council today
 - AV equipment for the El Modena branch on the council meeting today as well – funded by our Friends and Foundation
- Support Services/Collections
 - Updating some special collection kits
 - Telescope replacement
 - Updated instructions for sewing kit

Placentia

- New Streamline-based website planning to go live soon
- Library Solus app going well
- IT considering getting new self checkout kiosks
- Taylor Swift (Library Version) programs and Taylor Swift Library Card updates
- Summer Reading Program on Beanstack
- Parks Pass Hiking Backpacks are in
- Rolled out new wireless printing service with Princh
- Outdoor learning space in development, in planning stages with possible construction this summer
- Roundtable query about Library of Things checkout procedures and options and viability for AI chat reference services

Santa Ana

- Main library may close in June to start the renovation project (will closed about 1.5-2 years)
- Newhope Branch may close in December (will be closed about 8 months)
- Staff will work at the community centers and will telecommute

- Planning on adding a second bookmobile during the closure
- Planning an eSports service with video games for teens

Yorba Linda

- Moving over to Beanstack for Summer Reading
- Star Wars Day on 5/18/24
- Summer Reading Begins 6/15/24
- Reader pens added to LOT collection
- Solar Power project could begin in November, and we may launch a curbside service during the construction project

Adjournment

5. Agenda Preparation for next Meeting (July 2024), Location: Fullerton Public Library
6. Adjournment