Santiago Library System
Tech Services & Technology Committee Meeting Minutes
February 6, 2024, at 1:00 p.m.
Meeting Taking place at Staff Meeting Room, Newport Beach Public Library
1000 Avocado Avenue, Newport Beach, CA 92660

Attendees:

Alex Jenkins, Newport Beach Public Library
April Lammers, Huntington Beach Public Library
Donald Hilliard, Anaheim Public Library
Lara Paglinawan, City of Orange Library
Lynn Nguyen, Santa Ana Public Library
Tim Balen, Placentia Library District
Bethany Weinberg, Fullerton Public Library
Julia Butler, Orange County Public Libraries
Katie Sverapa, Orange County Public Libraries

Introduction:

Meeting called to order by Martin Lebria.
Agenda adopted.
Minutes of October 24, 2023, adopted.
No public comments.

Regular Business

6. <u>Library Mobile Apps</u>

- Anaheim: Curious what libraries are doing in the meantime and for libraries not using the SirsiDynix app, what app?
- OCPL: Working on a 1-year contract with Communico, and currently has BiblioCommons. Communico can feature OverDrive. SirsiDynix is not charging a web connector for first year. Not considering new BC app due to lack of features needed
- OPL: Aspen Discovery with the Leeta app (has also looked at Biblio and Communico). Also moving to a new discovery service. Aspen Discovery also allows third-party connections.
- Placentia: Solus app, has been working fine with no major issues since it launched 2 weeks ago
- Newport: Had presentations from companies including Bibliocommons, ChiliFresh, Communico (Connect). Decided to go with Communico Connect. Currently working with Sirsi to implement.
- Santa Ana: Has TLC for ILS, and TLC is working on an app with no date set

- Buena Park: Does not have and is not looking at one
- HBPL: Does not have and is not looking at one
- Anaheim: Has been waiting for the new BlueCloud app and is considering options

7. Graphic Design and Public Communications

- Santa Ana: FT Graphic Designer
- Anaheim: Communications Department, led by 1 full-time and 3-4 part-time library assistant and library technician positions, one contract graphic designer
- OPL: Marketing Committee, led by Tech Specialist. 4-5 mix of full and part time members of the committee. The committee has a weekly meeting
- HBPL: Social media committee, most staff do their own marketing for their own programs, using a shared Teams group and a staff member will do
- Newport: NBPL has a Marketing specialist that works in house at the library like other departments have in the City of Newport Beach. She creates digital ads, physical posters, handouts, and other library materials in coordination with library staff. Requests for materials are created through a portal hosted by the City, but details are often worked out in-person or over phone/email. Social media is handled by a combination of the Marketing Specialist and relevant librarians (YouTube uploads, Pinterest, etc.).
- Buena Park: Staff do their marketing for their own programs, and 1-2 librarians post to website and 1-2 librians post to social media
- OCPL: Community Relations Department, with the coordinator being equivalent to PIO so higher than branch manager, with two full-time positions including a non-library graphic designer position. Email newsletter through LibCal. Community Relations Department creates about half of content, and committees create the other half of content. For website, the Community Relations Department updates the homepage, and staff update the inner pages. Received a Samueli Foundation marketing grant to come up with a marketing campaign to reach new communities.
- Placentia: Part-time contract graphic designer, staff currently assisting with coordinating, and considering options for a marketing committee to aide in putting together post ideas

Round Table Discussion

Buena Park Library District

- Updated software for public computer center
- Online Passport appointment system is back online
- Looking at getting a new website
- Main server is broken taking out public computers. Getting a new server replacement

Orange Public Library

- OPL purchased LibCal. We will be using it for our meeting room rentals, study room reservations, and events (eventually).
- OPL will proceed with Aspen Discovery and the LiDA app to replace Enterprise and the BC mobile app. Sirsi is offering the first year of web services connector free to any vendor except Solus.
- Symphony Upgrade to 4.0 happening soon

- OPL will be attending the COSUGI conference in Utah March 6-8

Newport Beach Public Library

- *Meet a Video Game Developer* event was held at Central Library. Children were encouraged to attend and learn what it is like to work in the field of video game development.
- Started circing Read-Along books. There is usually only one or two on the shelf at any given time (constantly checked out).
- Mobile app down, so far have had presentations from Bibliocommons, ChiliFresh, Communico (Connect). Work/decisions still ongoing
- Started tracking usage of books left around library and on shelving carts (such as reference collection, etc.); not counted as "circulations" but a separate "item used" stat that can be easily consulted next to circs when considering books for weeding
- City Council approved new lecture hall with half budget coming from the Library Foundation and the other half from the City of Newport Beach, construction started 2/5/2024
- Balboa Brach remodel plans were presented to the public for the first time

Anaheim Public Library

- Anaheim PL has started using a new scheduling software, SnapSchedule365, which is working well.
- We are hoping to get City funding for converting from our mostly older tattle-tape circulation equipment to RFID.
- APL is investigating chat-based reference products – we've looked at Unique (answered by humans), Kommunicate (AI) and Springshare (rules-based).
- Our new Mobile Library laptops need a new docking station that secures the laptop to the desk. Since this type of docking station is no longer produced by HP, we're investigating other options.
- APL's contract with ReadSquared will come up for renewal in a year, and we're considering Beanstack as an alternative.
- Our Web filtering service vendor, Burstek, does not support their software bt-WebFilter on an OS newer than Server 2012, so we will move to a different service if this does not get resolved soon.

Placentia Library District

- Library app started Jan 24 – already 100 downloads
- New graphic designer
- Taylor Swift (Library Version) - events to be coordinated using Eventbrite tickets
- Taylor Swift (Library Version) Opportunity Drawing tickets on sale, they are $10
- Library website in development
- Parks Pass backpacks coming soon
- Community Survey
- Bookmobile coming soon
- Makerspace switching to an only open hours model with three days each having 3-hour open hours for passive crafts, and patrons can go to the Info Desk to check out to use a machine

Huntington Beach Public Library

- City Council resolution and library and collection updates in progress

- The city plans to request the library to cut 10-15% of budget beginning in the next fiscal year, which may include closing on Sundays and/or getting rid of Hoopla
- Plans to replace Biblioteca RFID self-checkout machines, including touch screen not working and keys not working. Considering Envisionware and TechLogic (maybe TechLogic only for children's area)
- LaptopsAnytime kiosk plans to launch at Central branch in April

Santa Ana Public Library

- Main library going to close summer 2024 (late May/early June) and plans to open early 2026. Complete gut and reconfiguration
- Newhope Branch plans to close winter 2024 and open summer 2025
- Opening the Delhi branch, in southern Santa Ana near South Coast Plaza, with plans to open winter 2024
- Opening a 24-hour self-service branch opening in the middle of the city, including an Envisionware self-checkout machine. Complete automated branch that lets people come in and leave, that is size of almost half a building, in the park near Jerome Community Center
- Checking into a Discord-based ask a librarian feature with the library closures
- May have their 50-60 staff members work a remote or hybrid environment, or working at community centers
- Considering how to re-locate the hotspot and Chromebook lending

OCPL

- App and new discovery layer in development
- Purchased LibCal to use for meeting room rentals, and later on add study rooms and events
- Upgrading Symphony to 4.0
- Attending Casugi conference

<u>Adjournment</u>

9. Agenda Preparation for next Meeting (April 2024), Location Buena Park Library District
10. Adjournment