Technology–2022 Service Considerations

Group 1

A-	ACL - Erin Foley	🚫🎤 🚫📹
	MNT - Katrina L-M	🎤 📹
M-	MPL - Margie Navarre Saaf	🚫🎤 📹
P-	POY - Jodi Bailey	🚫🎤 🚫📹
S-	SCA - Andrew Hoks	⊙ 🚫🎤 🚫📹
	SGR - Lisa Thomas	🚫🎤 📹
S-	STO - Jim Ramsey	🚫🎤 🚫📹
S-	SUN - Svetha Hetzler	🚫🎤 📹
W-	WID - Cathy Borck	🚫🎤 🚫📹

- **Tablets for staff** (MNT, SUN)
  - Katrina - relook at possibility of doing BV work in the stacks on tablets (Svetha, too). Would want to be able to search with a patron in the stacks. Would also like to use tablets in the stacks for weeding projects. Katrina mentioned doing CKO at grocery stores and recording checkouts on paper, entering when return to library -- tablet would be a nice alternative.
  - VTL mentioned mobile circ kits (but those are with laptops).
  - Kit vs purchase for library to keep
  - What would be advantage of SCLS involvement? VTL - maybe just in peripheral use. Right now libraries can use tablets if they wish. Katrina notes that she had some questions/concerns about whether different tablet browsers might work with BV.
  - Because SCLS doesn't support tablets, there may have been hesitancy by libraries when it comes to purchasing tablets.
- **Selfcheck reporting software** (MAD)
  - With more libs going to Envisionware software, could we get Envisionware Enterprise Reporter (EER) for reporting on selfchecks? Could have system-wide implications. Would like to find out how many circs are done by selfchecks and what percent of total circ that is?
- **Consulting/advising about products that would work in areas with coverage issues** (SGR)
  - When Bluejeans was offered to us, we couldn't use it because it was AT&T and we're in the driftless area. Who is the best person at SCLS to talk about this?
  - There are some other libraries that also noted coverage issues when it came to services requiring cell coverage

Group 2

- FCH (general info sharing)
  - is excited for the mobile app. Hard to think about new projects because we're just thinking about how to reopen.
  - People are loving curbside pickup. Not sure how that will shift when we reopen. That might turn into pickup lockers which may have a technology component. Ungodly expensive. VTL notes there would be an ILS authentication component.
- **Children's database** (POR)
  - Grant money. AWE machines might not be most appropriate because of touch/transmission. Database might be a better use of the grant money. If more people were involved, that could lower the cost for everyone.
  - FCH notes they would love an AWE station alternative. They're expensive and break frequently.
- **Tools/services to support telework by staff** (MAD - Marc)
  - City is talking about telework. More staff may be working from home. Not ideal right now for staff taking home an SCLS laptop.
  - How do we keep those machines used at home up-to-date? How can it be more supportable?
- **Mobile hotspots** (RIO)
  - Ancestry isn't being used because only accessible in library. (KH and BH will follow-up with them about this)
  - Would like to use hotspots -- this will wait for 2022. Limited to US Cellular and price was high. Streaming is going to start hurting us. DVDs are one of big checkouts right now, but younger people may want streaming services.
- **Streaming databases**
- **Outdoor APs** (POR)

Group 3

S-	SCA - Kerri Hilbelink (Me)	🎤	📹
	MRO - Suzann Holland	🎤	📹
S-	SCA - Vicki Teal Lovely	🎤	📹
A-	ALB - Carolyn Seaver	🔇	🚫
D-	DEE - Leah Fritsche	🔇	📹
	MOO - Ryan	🔇	📹
M-	MTH - Jessica Williams	🎤	📹
	ORE-Jennifer Way	🔇	🚫
	PDS - Lauren White	🎤	📹
S-	SCA - Cindy Weber	⊙ 🔇	🚫

General discussion/notes
- MRO - question about the app. Digital card? Eventually.
- What came up in other groups?
  - Hotspots.
    - Ryan had questions about filtering. Gray area still. He thought wireless was a gray area, too.
  - Tablets. VTL noted SCLS does not support tablets for patrons. Libraries could use tablets on their own with BV.
- MOO - "Feels like emerging tech in libraries has slowed in recent years"
- MTH - "it's hard to think much beyond just getting back to normal."
- Did people take advantage of BlueJeans?
  - Signed up but didn't get our login (ORE)
  - MTH notes they had the same experience as ORE

Specific service suggestions
- **Expanding robotics for programming** (MOO)
  - More of a selection

Group 4

SCA - Kerri Hilbelink (Me)

SCA - Vicki Teal Lovely

BRD-Angela Noel

COL - Lindsey Ganz

MAR - Callie Armstrong

MCF - Heidi Cox

MFD - Kathy Baker

REE - Sue Ann Kucher

SCA - Kerrie Goeden

STP - Larry Oathout

- **Patron checkout lockers** (MCF, REE)
  - MCF and REE note that Envisionware has a product.
    - REE notes that the Envisionware product size is not optimal for REE.
  - Libraries are looking at this. Not clear how SCLS would be involved. Maybe not on the hardware side, but probably on the authentication side. Could SCLS have recommended products/vendors? (VTL - probably not this year, maybe eventually)
- MCF mentioned they are looking at tablets that can be checked out
- **Digital signage software** (MCF)
  - May be an add-on to the Solus app.
  - Solus has digital signage software. MCF put in digital signs while they were closed and the prices for the software company they picked are going up A LOT.