

Tech Meet-up

Tuesdays, 3:00pm-4:30pm

Discussion Leaders:

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First Session: Tuesday, May 19, 2020

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(19 participants including hosts)

- How to adapt technology and technology instruction after reopening? How to manage hands-on instruction and rework services to honor public health guidelines (i.e., physical/social distancing)?
- How to make online and digital services more user friendly to encourage patron use? Why are UX (user experience) interfaces for these products so clunky and complicated?
- Sussex County Library - Using [Quick Assist](#) (free) to remotely access and control computers. Already built into Windows10 operating system (not an option for MacOS).
 - Piscataway Public Library uses [Zoho Assist](#) (free) to remotely access computers in the library; used for staff to access ILS from staff PCs in library.
 - Another option - [VNC Connect](#) (paid) remote access tool
 - Privacy issues? Should there be a consent form for patrons to avoid liability?
 - Discomfort remotely accessing someone else's computer particularly regarding privacy issues
- Zoom allows screen sharing on [desktop/PC/Mac](#) and [iOS devices](#) which can be useful for demonstrating how to use databases or apps (ex., Libby).
 - Zoom also allows meeting hosts to [request remote control](#) of a patron who shares their screen
- Screen mirroring software + projectors can be an option for holding in person sessions on downloading apps (ex., Libby) with social distancing in place.
- Princeton Public Library uses [Google Meets](#) to hold online downloading classes and held a class with 14 patrons on how to download apps using the app store - reported that the session was very successful.
 - Option to do something similar in the library and honor social/physical distancing
 - Can also be by appointment virtually
 - Google meets is free, no software required, no gmail accounts required
 - Do not make meeting links publicly available - anyone can share their screen and there is no way to stop someone from sharing their screen during a meeting
 - Not as sophisticated as Zoom
 - For privacy and security, ask patrons to send an email to register with their name and name-check participants before allowing them into the meeting
- Sussex County Library and Maplewood Public Library use [slack](#) ([free](#) or paid) for staff use as a communication tool and email alternative. Useful for project management and easy to organize. Able to create multiple threads (ex, for departments, for specific projects, etc.) or channels by topic.
- Open Source Video Conferencing Tools:
 - [Jitsi Meet](#) - can create your own meeting room with passwords, call in, share screen, and chat. Free and open-source. Max 200 participants.
 - [Big Blue Button](#) - can create your own meeting room with passwords, call in, share screen, and chat. Free and open-source. Max 150 participants. NJ State Library uses this tool.

- [Crowdcast](#) (paid)- Has an upvoting feature to facilitate Q&A session. Princeton Public Library uses this tool.
- Purchasing options at the consortium level? Consortia could consider purchasing Zoom or other similar memberships for all member libraries to use to defray costs.
- Tips for Virtual Programs
 - Two hosts are recommended to assist with admitting participants into the meeting and manage the chat or take over in case of technical issues.
- Piscataway Public Library aiming to develop a DIY self checkout station using plexiglass at circulation desks and public use scanners with a computer screen to enable patrons and staff to facilitate the process
 - Princeton Public Library has self checkout station but also concerns about cleaning stations between use
 - Libraries can consider modeling restaurants regarding curbside delivery
 - NJ State Library, Connecticut State Library, and others discussed locker models or ATM-style book dispensing systems but they are costly and may be difficult to scale up to meet large patron demand
 - Envisionware offers lockers, [self-checkout stations](#), and ATM-style access ([24/7 Library](#)) to library buildings after hours
 - [Bibliotheca also has self-checkout stations](#) that also have expanded features for CloudLibrary apps to include smartphone/tablet checkout (i.e., checking out physical materials) combined with RFID.
 - Libraries in South Korea use book sanitizing machines - LibraryLinkNJ TOPCATS (Reopening Committee) exploring options
- How to combat the digital divide and ensure all patrons are being reached and served? What about the skills divide for patrons who don't have the technical skill level to benefit from remote help?
- How to ensure that libraries and technology in libraries are sanitized and cleaned? Who is responsible for cleaning library/technology equipment? Who is responsible for enforcing public health measures (ex., wearing masks) in libraries?
 - Conflict management/de-escalation training for staff to manage patron frustration and anger with changing services and policies?
 - Staff safety regarding disinfectant products and possible interactions or impact on preexisting health conditions such as asthma
 - How to purchase PPE and cleaning supplies regularly for libraries?
 - Princeton Arts Council collecting masks to give out for free - can be a community project.
- Possible meetup for discussing real-life scenarios and implementations of curbside delivery and other service offerings after reopening?

Tuesday, May 26, 2020

(14 participants including hosts)

- What are the needs of the community once the library reopens - how to reach out to patrons without internet or computer access?
 - Wifi Hotspot lending?
 - One library has 5 hotspots available for loan
 - Placing Wifi hotspots in the community for access in specific areas (ex, Senior Centers)?
 - Are hotspots password protected?
 - How many can access the internet via hotspots at a time?
 - Potential for town or city partnerships?

- [Example from Maplewood Township](#)
 - TOPCATS (LLNJ Task Force) working on creating a free Wifi access map to assist patrons
 - [LLNJ/TOPCATS statement on the digital divide](#) has been released as of 5/26
- Where to find information or access to UV sterilization or other sterilization options for books?
 - [American Libraries article](#) on book sanitization
 - TOPCATS (LLNJ Task Force) exploring sanitization options and potential options for group purchases on sanitizing tools
- Mercer County Library planned on creating a [YouTube channel](#) before COVID19 and has fast-tracked the process since library closures.
 - Staff has posted over 100 videos including storytimes, database instructional videos, and more.
 - Staff able to edit and create videos on their own
 - Using iMovie & built-in video editor in Windows 10 - staff training each other
 - Using free software online to convert video files to workable formats
 - MCL also has an Adobe subscription and access to Adobe Premier (video editing software) they plan to use once the library reopens
- Mercer County online services:
 - [Resume assistance](#)
 - [College application essay assistance](#)
 - Online discussion groups & movie nights
 - Movie nights are synced across computers - i.e., each person plays the video on their own device
 - About one group meeting per day
- [Ocean County Library also has a YouTube channel](#) with various types of videos and content (ex, small business assistance and storytime)
- What options exist for including different types of content in videos? What software is available?
 - [Built in XBox app for Windows 10 computers](#) can be used to film videos and add voice overs
 - [Screencastomatic](#) is another tool for screen casting and recording (free)
 - [GoToMeeting](#) (paid) is another option for video conferencing or live events
- [Seal Shield](#) antimicrobial plastic keyboards and mice - washable.
 - Mercer County Library uses this product
 - Similar service: [Wet Keys](#)
- Computer usage after reopening?
 - Computer usage by appointment only
 - Limiting number of PCs and reducing session lengths
 - Removing chairs and/or computers (or using out of order signs) to encourage physical distancing
- Computer usage for children/teens?
 - Unsure of how to maintain physical distancing among children
- Are patrons using Wifi at public library parking lots?
 - Yes - at Maplewood PL patrons do use Wifi in parking lot
 - How to manage crowding or overpopulation of parking lots?
 - How to manage physical distancing if individuals do not stay in their cars?
 - What if this happens after hours when staff are not present?
 - Logistical challenges to mounting wifi hotspots or devices outside - wiring, weatherproofing, etc
 - [Wifi signal transmitter](#) - can be used to extend signals when physical barriers (i.e., walls) exist.
- Privacy concerns with wifi sharing - how to keep patrons secure?

- Use at your own risk or same as wifi access in library buildings?
- What happens if patrons use library networks for torrenting?
- What about patrons' physical safety if parking lot internet access is available during late night/early morning hours?
 - Would cameras in parking lots mitigate risk?
- Internet safety & security issues:
 - What happens if a patron commits a crime using library Wifi?
 - How is patron anonymity ensured?
 - How are networks kept secure if passwords to Wifi networks are shared?
 - If individuals use networks to access sensitive information (i.e., bank account) and it is publicly known that these networks are available, will that make individuals targets for cyber attacks/crimes?