



**HRLC Technology Committee - Inaugural Meeting Minutes
September 29, 2004**

Attending:

Jeanette Cohn, Rockaway Township Public Library
Heather Craven, HRLC
Bill Harrison, Parsippany Troy-Hills Public Library
Amy Kearns, Clifton Public Library
Michelle Kowalsky, Whippany Park High School Library
Rich Loomis, Somerset County Library System
Nancy Madasci, Centenary College
Mary Martin, Morris County Library (chair)
Joanne Roukens, HRLC
Valerie Smith, Roxbury Public Library
Kurt Wagner, William Paterson University
Mary Wilson, Paterson Free Public Library
Karen Yannetta, Bernardsville Public Library

The newly-formed Technology Committee worked on creating the committee's charge. Our charge, listed below, will be sent to the Executive Board for approval.

The HRLC Technology Committee will disseminate and share information and resources regarding the problems and possibilities of integrating existing and new technologies into our Region's libraries. The Committee will work to keep HRLC membership informed about technology and how it might affect our libraries; provide opportunities for members to learn; and serve as a clearinghouse for technology-related information.

From our discussion today, it's clear that the committee members feel that technology is here to stay. We need to approach new technology not with the attitude of "no, we can't do that" but with the attitude of "how can we make this work for our patrons?" Our job is to figure out what our library users want and need from technology, and then figure out a way that we can provide it to them. It's certainly not an easy task, but it is very important.

Many HRLC member libraries are very small, and they may not have a resource person who can tell them about the latest technological resources that are available. This is where the HRLC Technology Committee can play an important role.

During our meeting, the committee identified hot topics regarding technology and libraries. For each topic, we identified volunteers to put together a list of resources (print or electronic, or even people) on that topic. (See end of notes for more information about this.)

At the next meeting, we will begin work on a survey to go to the membership. The goals of the survey will include:

- Identifying libraries who are using/working with any of these hot topics, and who would be willing to have their names/libraries posted. In this way, we can begin to act as a clearinghouse and help HRLC members use each other as resources.
- Identifying opportunities for technology CE – such as whether people want classes on basic networking, wireless, public access security, etc. After we do the survey, we may also identify people who would be willing to put together a program or participate in a panel on one of our technology "hot topics."
- We may also want to ask people what they feel are the "hot topics" in technology, in case we missed some in our discussion.



As a way of communicating with HRLC members about technology issues, we discussed the possibility of a listserv, but several people expressed concern that there are already too many listservs out there. A blog may be a possibility. Joanne also suggested that we can have a Technology Committee column in the HRLC quarterly newsletter.

For now, we decided to create an HRLC Technology Committee page on the HRLC web site. This page is where we will list resources (including print, electronic and people) that can provide information on the hot technology topics we identified. We will probably also want to include a way for HRLC members to contact us with suggestions about other topics they would like information on (or additional resources we should include). Creating this web page (and keeping it maintained) is a way to fulfill our charge to be a clearinghouse of information for member libraries.

We may also want to look into putting together a checklist of things to consider for each hot topic – for instance, for wireless: include a checklist of what hardware is needed, whether rewiring is needed, how far apart access points need to be, etc. (Don't reinvent the wheel; maybe we can find something like this already out there.)

InfoLink's technology committee has invited us to "cross-pollinate." We may want to share our clearinghouse resources with them and with the other regions, and we may want to attend one or more of their meetings.

Mary Wilkins pointed out that our committee should be concerned not only with technology within libraries, but also with technology outside libraries: e.g. how to deal with companies/government agencies who require people to fill forms out online, and send them to the library with the vague instructions "they'll help you at the library."

Hot topics we identified

- Wireless (Roxbury PL, Wm Paterson, Wayne Public Library are three libraries that we know are currently using this technology)
- Whether to allow patrons to use thumb drives (or even floppy disks; Clifton doesn't allow floppies!), or other technology that people want to use in the library (e.g. laptops, PDAs, instant messaging)
- Security
 - hardware issues (including routers, firewalls, ghosting)
 - software issues (computer management software such as SAM, DeepFreeze vs Clean Slate, using 3rd party security software vs doing it yourself, virus protection, etc)
 - Dealing with the emerging threats of emerging technologies (how to protect your data on a wireless network, how to protect computers from thumb drives that may contain malicious programs that could be installed, etc)
 - Balancing the security and safety of the library's network/computer equipment with the convenience and access to technology that the library patron expects
- Self-checkout stations and kiosks (library stations that can be put in public places that include catalog access, library resource access, and maybe even a book drop)
- How to teach patrons about technology

Someone suggested that over the next year, we could focus on three or four topics and organize a half-day program on each of them.



Highlands Regional Library Cooperative

66 Ford Road, Suite 124
Denville, NJ 07834

TEL: 973-664-1776 or 800-NET-HRLC (*Members Only*)
FAX: 973-664-1780

www.hrlc.org

In the meantime, the following people volunteered to begin collecting resources on these topics for posting on the HRLC Technology Committee web page:

Wireless	Mary Wilson
Security	Mary Martin/Bill Harrison
Self-Checkout/Kiosks	Amy Kearns
Bibliography of magazines/journals/Web resources for library and business-oriented technology models	Kurt Wagner
How to teach patrons about technology	Nancy Madasci/Michelle Kowalsky

Resources mentioned in this meeting:

Informed Librarian – www.informedlibrarian.com

The Wireless Librarian (Bill Drew) – www.wirelesslibrarian.com

WebJunction.org -- www.webjunction.org (training and support documentation for Gates Library Foundation computers)

Next meeting

The next meeting will be held on **Monday, November 8th from 2:30 to 4 pm** at the HRLC offices. (If any committee members would like to volunteer their facility to host a meeting in the future, please let Joanne Roukens or Mary Martin know. We certainly don't need to meet at HRLC every time.)