Winnefox Technology Executive Council Meeting
Oshkosh Public Library – Conference Room Lower Level
November 11, 2022
9:30 AM

Minutes

1. Call to order and establishment of a quorum.
    a. Call to order at 9:31
    b. Present: Chris Kalupa, Brian Kopetsky, Jon-Mark Bolthouse, Jeff Gilderson-Duwe, Pete Hodge, Crystal Marschall, Hannah Klusmeyer, Gretchen Raab, Desiree Bongers, Karla Smith
    c. Kirk Moore-Nokes from Menasha PL joined us shortly after.

2. Approval of the Minutes for July 2022 meeting
    a. Correction: Should say Minutes not Agenda
    b. Gretchen moved, 2nd Chris, Hannah abstains; approved

Mostly a meeting of tech trends and input options from members

3. MFA Fobs –
    a. We are way ahead of the curve. Most libs are just getting started. Key Fobs are small device to be able to authenticate.
    b. Our licensing doesn't provide fobs, need special card reader. $18/Fob.
    c. Payment model: Library buys 1st device, after that staff pays.
    d. This would be for staff who don't have smart phones or aren't comfortable using their personal phones
    e. May still need to login multiple times if there are different users logging in with other accounts.
    f. Pete will send out survey email to Directors plus and find out who is having difficulties.

4. Cyber security/Incident response
    a. Came up at Tech-a-Talka this year. Presentation by state security agency. Free support team. Provided a sample response plan.
    b. We need 2 plans: Internal Team Plan & Library Director Plan. Can augment the "What to do when you're down" document.
    c. Lots of communication planning.
    d. Submitted plan to CRT, hope to present plan at Annual Mtg.
    e. Chris asked about Insurance at the library level. Not needed because WLS runs the network and has purchased cyber-risk insurance for the network as a whole.

    f. MFA being applied to VPN also.

5. Self Checkout – in Apps

Issue intro: MPL – Meescan has app allowing check out on phones; SD rolled out mobile app, which has options for mobile checkout and checkin. Trend to make these functions more mobile rather than rooted in trad circulation operations

    a. Meescan:
-     i. MPL has had Meescan since June 2022.
-     ii. Reasons for selection: Footprint and price point. Annual service fee for background cloud upkeep (MPL $2300/yr; depends on number of patrons).
  - Each piece can be replaced independently–equipment not proprietary.
  - Receipt printers can be mobile too, as well as kiosk.
  - Individual cases for stands (3 varieties; freestanding desktop(MPL's); mount to desktop & is stationary; floor-standing).
-     iii. MPL's config can check out about 90% of items in collection (board games, etc).
-     iv. Took 2 weeks to acquire all devices and hardware; quick setup; "fantastic" customer service.
-     v. Cloud-based – self-updating. If tech changes, MPL can replace hardware and upgrade. iPad upgrades need to be done manually.
-     vi. Meescan has an App. MPL chose not to do the app, some reservations on part of WALS and staff about patrons forgetting to check out.
-     vii. Karla has concerns about patron data being transmitted insecurely via SIP2; Meescan says there may be a fix for this. Karla needs to follow-up.
-     viii. Con: cannot be used to renew; workaround: link to account login in catalog.
-     ix. About 40% circ on self-check.

    b. Winnefox App
-     i. Karla – knew we weren't going to go down mobile checkout road, haven't explored it in depth; could probably use BC mobile circ in a "kiosk-like" arrangement similar to Meescan, but we haven't pursued that.
-     ii. Mobile app is 3rd party; works with III and other vendors

    c. General Discussion:
-     i. FdL- haven't thought about it, but have it in budget for self-check replacement soon; self-check numbers closer to 50-60%

-     ii. Kirk: Meescan can have as many devices in building as want to; main cost is in the software support

        iii.   Consensus: Karla look into self-check possibilities in Winnefox App.

6. WPLC Report
   a. Karla read Nicole's emailed report.
   b. WPLC Board approved financial sponsorship contract between WPLC and WiLS.
   c. Jeff's concerns: WPLC "hired" WiLS, but this contract puts WiLS in charge. Maybe WPLC should become legal entity 5013c.
   d. Collaboration committees will meet on Monday to discuss folding under WPLC umbrella. These committees are the boots on ground and propose projects to Steering committee.
      i. Backup Collaboration being run by WPLC now?? Yes, this year the action was take to bring in this collaboration and the digitization archive project into WPLC. Developing 5-yr plan subject to WPLC Board approval.
      ii. WLS put about 40K into backup. Haven't seen anything. Pete says we will soon. All our daily backups will go to Madison and WisValley for off-site backup.
   e. Moving slowly, no big opportunities for collaboration.
      i. DeepFreeze—statewide contracts
      ii. EZProxy Authentication –
      iii. Stats Dashboard – End goal: log into 1 dashboard for all stats. Get wireless, useage, etc. Pete thinks probably unrealistic to execute.

   f. Brian: Any look at diversifying or doing something different than OverDrive (OD)? Hoopla seems like more bang for buck.
      1. No serious proposals. Maybe we should ask the question. We've had long relationship with OD, they are responsive. Brian: there's no competition to OD
         Desiree: the issue is publishers
      2. Good idea to look again, re-evaluate vendors. OD is money-pit. No good alternative.
      3. Jeff will suggest reevaluation to WPLC. Recommends Brian attend annual WPLC mtg before WAPL and ask at that venue.
   g. More activities brought under the WPLC umbrella. Even DPI sees WPLC as a way to further system collab. Maybe even Delivery.
   h. History: WPLC formed to be way for libraries to buy stuff w/o going through state procurement process. The thought is there is more than OD that WPLC can do.
   i. OD owns Kanopy for movies. Can we get Winnefox quote for Kanopy? Hoopla not willing to budge. Also concerns about existing accounts.
   j. Good for libraries to say to Midwest Rep: "It would be better if Hoopla played nice with WPLC, we can cut back what we buy from OD."

7. General technology update

    a. Call out Digitization section. We're giving our digitized materials a wider audience.

    b. Pete calls out new firewall. Used ARPA funds. New firewall is like a smartphone compared to flip phone.

    c. Also the Electronic Resources work that Jay & Keetra did.

8. Future agenda items?
    a. Desiree: Spanish Lang online registration. Get Quote.
    b. Hannah: Pop-up Pharos policy? Yes, let Pete know.
    c. Jon-Mark: Getting Hoopla. Can't buy DVDs anymore.
        i. Discussion:
            1. Brian: 90% of Hoopla is ebook/Audiobooks
            2. Crystal: Who do you get supplies from? Sleeves, albums
            3. CDs? Artists get so little from streaming they are pushing for any format.
            4. Vinyl is outselling CDs.
    d. Brian: Building project in the works. What about thin clients?
        i. Discussion:
            1. Pete: Performance suffers, not much cheaper. Why?
            2. Brian: most patrons are reading email and surfing and lite stuff.
            3. Pete: We recommend Chromebooks instead. Provides own management software instead of DeepFreeze.
            4. Brian: we allow the old one to be checkedout. Need a way to display.
            5. Jon-Mark: Because of grant we got great storage/display units and tablets/ipads. Very successful STEAM camps.
    e. Jeff: Brown County is doing work focused on school reading scores. Something to watch in press. Made inroads with county exec touting libraries' role in helping kids and families achieve better reading scores.

9. Next meeting date – January 13, 2023, Do we meet the Friday before Annual Mtg? Yes