NHLA-ITS Meeting Minutes

30 March 2022

The meeting was called to order at 10:31 a.m. via Zoom.

The meeting was attended by:

- Mat Bose, Concord Public Library
- Mark Glisson, Hooksett Library
- Nick Gagnon, Dover
- Jo-Ann Roy, Tracy Memorial Library
- Beth Kendall, Exeter Public Library
- Diana Hart
- Andrea Masters, NCPL
- Hayden Jurius, Gilford PL
- Karen Dixon, Hopkinton Town Library
- Caitlin Loving, Bedford Public Library
- Denise Bergeron, WM Community College
- Victoria Sandin
- Julie Colby
- Please add your name & library below…

Computers in Libraries Conference

- Mark will report back on his virtual attendance. Contact him if you see something on the CIL conference itinerary that interests you.
- Adam reported back on PLA Spring Conference:
  - One key take away: What is the task that tech can help you with, rather than teaching a class on Excel - Spreadsheets? For example, design a class around the topic of “creating a resume” rather than on “Microsoft Word”.

Discussed ITS section’s page on the new NHLA website

- Website is coming soon.

Wireless Hotspots

- Mobile Beacon through TechSoup (T-mobile)
  - This option is one of the most affordable that libraries have found.
  - Mark and Adam mentioned there orders were backordered for 2-3 months (shipping delays on many products are common at this point in time).

ARPA Updates
- Mat Bose, Concord PL, launching **eBike Bookmobile** service in early - mid June. Received their eBikes, trailers/bookmobiles are in construction, and are now focusing on a design for their “vinyl wrapper” to go on the bookmobiles.
- Julia Lanter, Exeter PL, is launching a **NH Video Game service**! Please [complete their survey](#) to help them develop the collection. They have purchased multiple units of popular gaming consoles to circulate, and are now buying games to be lends.
- Mark Glisson, Hooksett PL, are anticipating an April arrival of their **book lockers**. The book lockers will allow for self pickup (after hours).

**TechSoup & Microsoft**

- Adam, Sandown PL, had good luck speaking directly with **Microsoft for Nonprofits/Education**.
  - [Compare Office 365 Education Plans](#)

**Other Discussion:**

- Chat services were briefly discussed
  - **Library H3lp** was mentioned by Mark and Mat.
    - Affordable and helpful support team.
    - Hooksett is using the texting feature add-on for the service as well.
    - Mat mentioned that there are helpful customizations to manage times when staff are not able to actively be monitoring the service (i.e. chat icon changes to “Email a Librarian” and if nobody answers the chat request, an away message can be configured with the option to email the library).
  - Apollo ILS offers a messaging service called Gabbie that some libraries are finding very helpful.

**Zoom Chat Notes (Meeting):**

10:29:44 From karen to Everyone:

On a computer with no camera/mic so I'll just be listening in!

10:33:57 From Hooksett Library to Everyone:

[https://pheedloop.com/ClLC22/site/schedule/](https://pheedloop.com/ClLC22/site/schedule/)

10:39:26 From Hooksett Library to Everyone:

[https://libraryh3lp.com/](https://libraryh3lp.com/)

10:43:11 From Karen Dixon, Hopkinton Town Library to Everyone:

We use a chat that is native to our ILS (Apollo).

10:43:47 From haydenjurius to Everyone:
Same with Gilford (as in Apollo), the Gabbie feature is really slick and we have it on all the computers that run our ILS, so similarly everyone is available for it at any time.

10:44:21 From Hooksett Library to Everyone:

that's awesome, Hayden! Thanks for sharing!

10:55:53 From Hayden Jurius, Gilford Public Library to Everyone:

What carrier does Mobile Beacon use? We’ve had trouble in the sticks of the Lakes Region that’s sort of been prohibitive.

11:04:32 From Julia Lanter - Exeter Public Library | She, Her to Everyone:

Elissa Von Letkemann who did logos for Wiggin & other libraries on seacoast is awesome library friendly graphic designer. Her sister librarian for Portsmouth. Contact: elissavonl@yahoo.com

11:06:01 From Diana Hart to Everyone:

Matt check out Grinny’s Signs and Designs on Facebook, local family. Does airbrush and vinyl designs.

11:09:00 From Julia Lanter - Exeter Public Library | She, Her to Everyone:

https://docs.google.com/forms/d/e/1FAIpQLSegKDzs70MnCFx7NQkFdm74W_fkXMEFlua014rtzDRXNiw0hQ/viewform?usp=sf_link

11:11:35 From Julia Lanter - Exeter Public Library | She, Her to Everyone:

exeterpljal@gmail.com

11:14:43 From Julia Lanter - Exeter Public Library | She, Her to Everyone:

Sorry I have another meeting but thanks for all the great ARPA updates.

11:15:56 From Mathew Bose to Everyone:

Thanks Julia, we appreciate hearing about the NH Gaming Library. Very exciting!

11:24:28 From Beth Kendall to Everyone:

Thank you. As always you are very informative.

11:24:36 From Nick Gagnon (Dover Public Library) to Everyone:

Thank you all!
Next Informal Meetup: Wednesday, April 27th at 10:30 a.m.

Meeting adjourned at 11:25 a.m.