



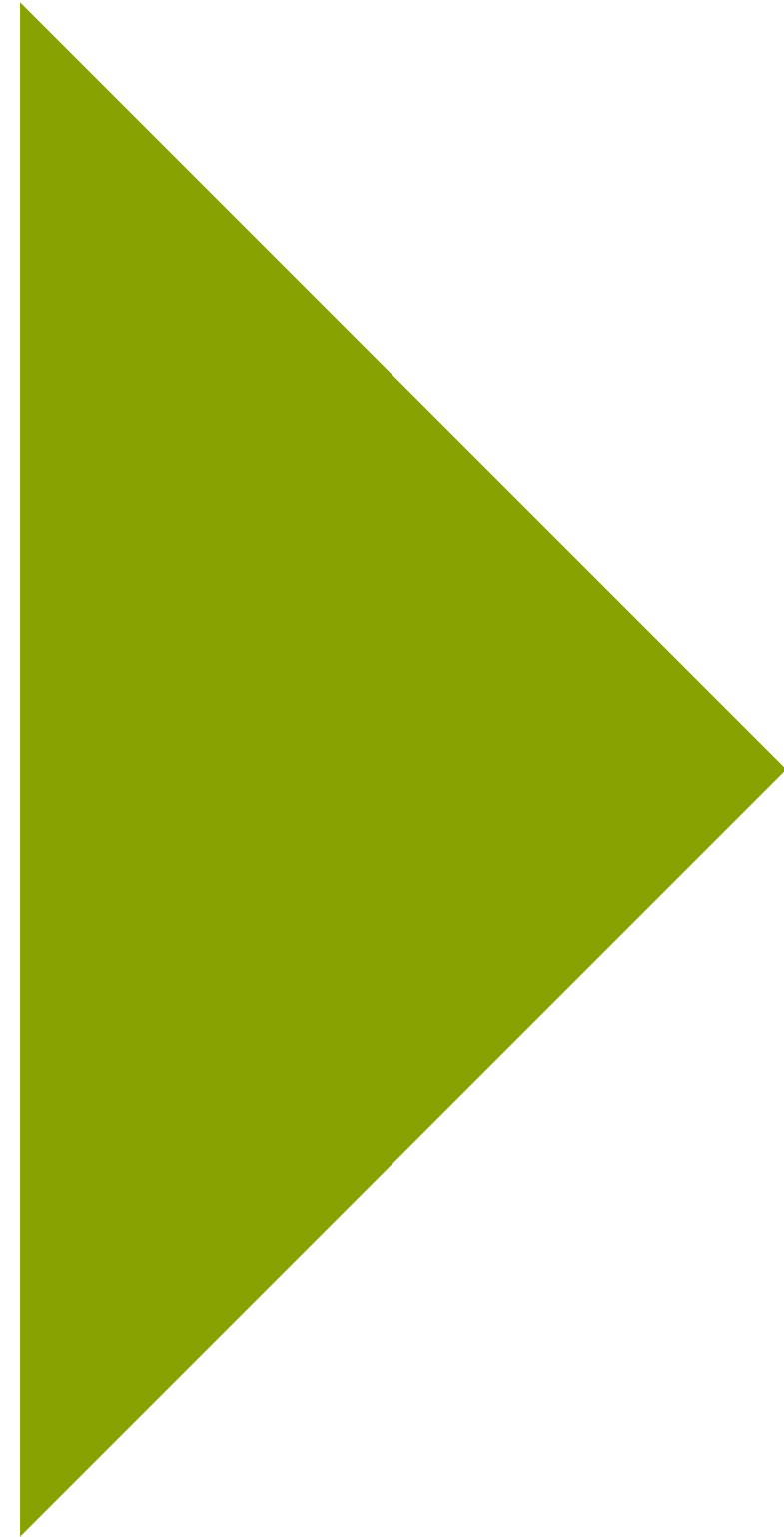
# Technology for Today's Libraries

## What Trustees Need to Know

---

**Mark Glisson, Hooksett Public Library**  
**Bobbi Lee Slossar, NH State Library**  
**June 2024**

Our mission:  
Promoting  
Literacy &  
Equal  
Access



**Both Print &  
Digital**

# Things to know...

---

**Technology saves  
time, provides  
efficiencies, and  
facilitates access**

# Things to know...

---

**Technology saves  
time, provides  
efficiencies, and  
facilitates access**

**Technology is  
ubiquitous but not  
universally  
accessible**

# Things to know...

---

**Technology saves  
time, provides  
efficiencies, and  
facilitates access**

**Technology is  
ubiquitous but not  
universally  
accessible**

**Technology  
outpaces regulation  
and best practice**

# Things to know...

---

**Technology saves  
time, provides  
efficiencies, and  
facilitates access**

**Technology is  
ubiquitous but not  
universally  
accessible**

**Technology  
outpaces regulation  
and best practice**

**Technology provides  
convenience but also  
invites cyber risk**

# Things to know...

---

**Technology saves  
time, provides  
efficiencies, and  
facilitates access**

**Technology is  
ubiquitous but not  
universally  
accessible**

**Technology  
outpaces regulation  
and best practice**

**Technology provides  
convenience but also  
invites cyber risk**

**Technology gets  
better with use and  
experimentation**



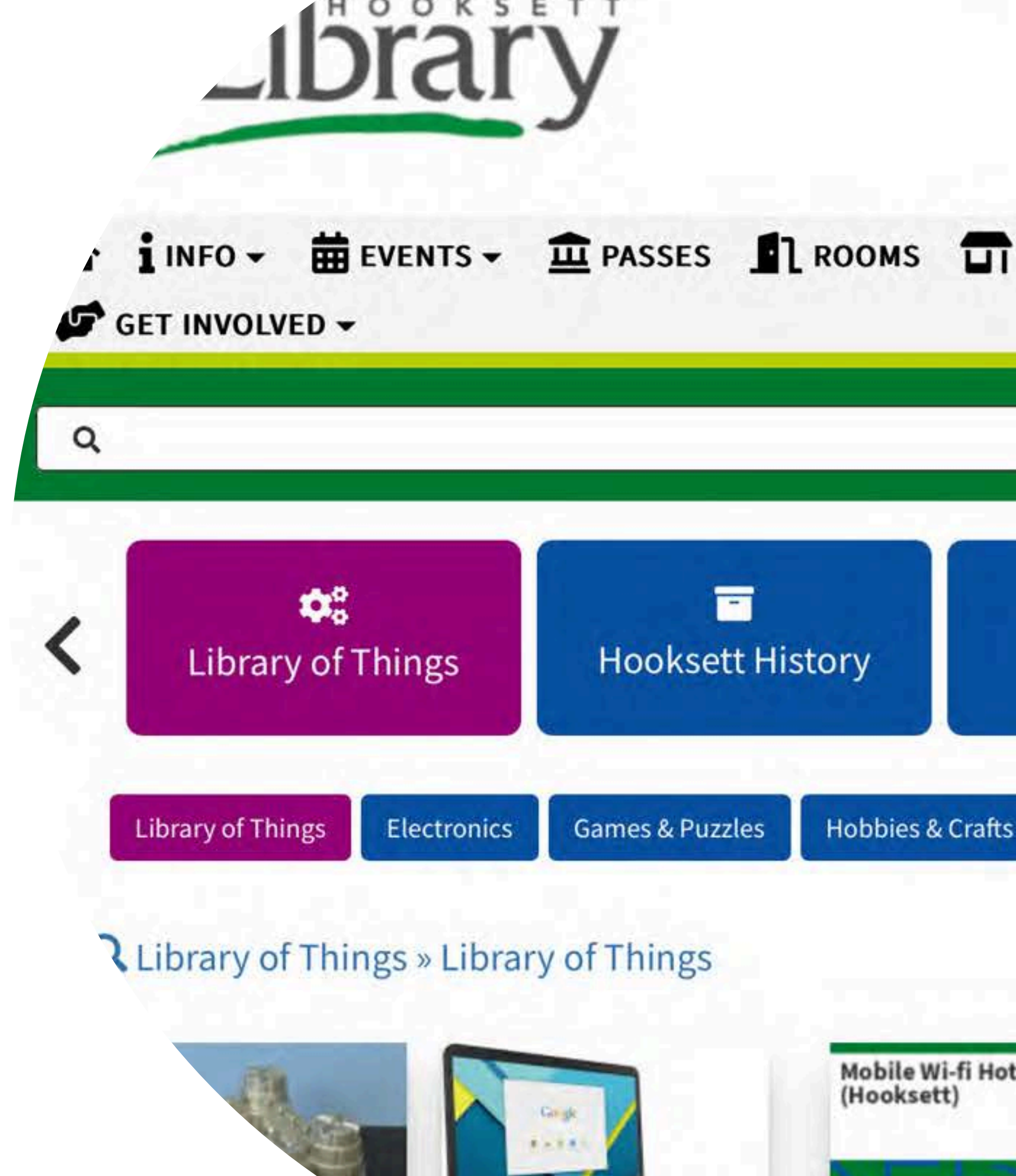
# **Technology**

**Saves time, provides efficiencies, and facilitates access**



# Digital Book Records

**& Online Catalogs**



# Digital Book Scanning for Checkouts

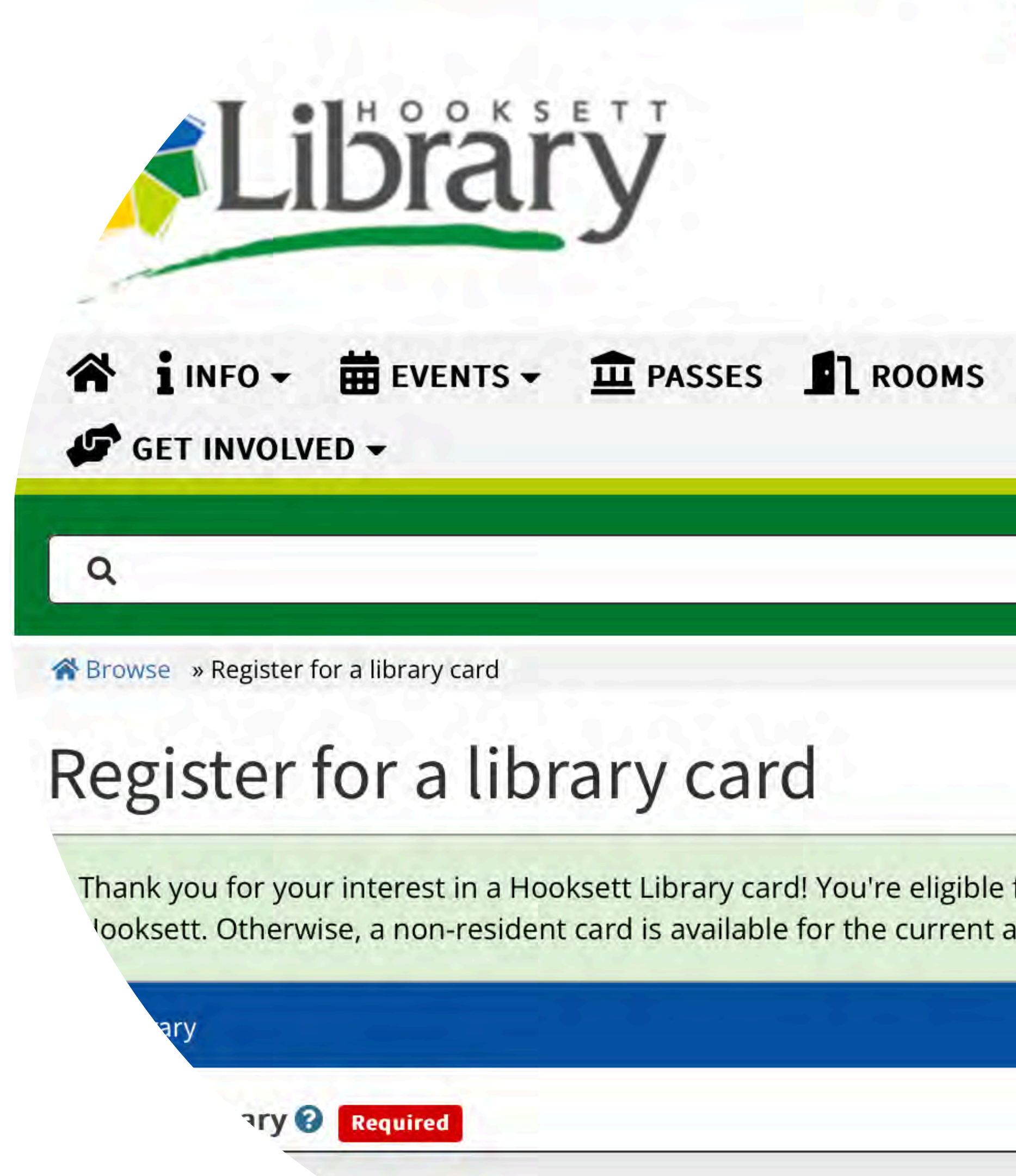
**RFID - Self-Check, etc.**





# Self-Registration

**Online**



# Usage Reports

| **& Infographics**



princh

# Wireless Printing

**In-House or Remote**

LEARN MORE





over.hooksettlibrary.org

Hooksett Library / LibCal / Discount Passes to Local

Discount Passes to Local Attractions

Reserve passes to local attractions here.



Children's Museum

Children's Museum is the second oldest children's  
and one of the few that maintain a



Child

The C  
opport

# Online Reservations

**Rooms, events and  
passes**

LEARN MORE



# Smart Lockers

**For self-service  
pickups**

**LEARN MORE**



over.hooksettlibrary.org

Hooksett Library / LibCal / Discount Passes to Local

## Discount Passes to Local Attractions

Reserve passes to local attractions here.



Children's Museum

Children's Museum is the second oldest children's  
and one of the few that maintain a



Childo

The C  
opport

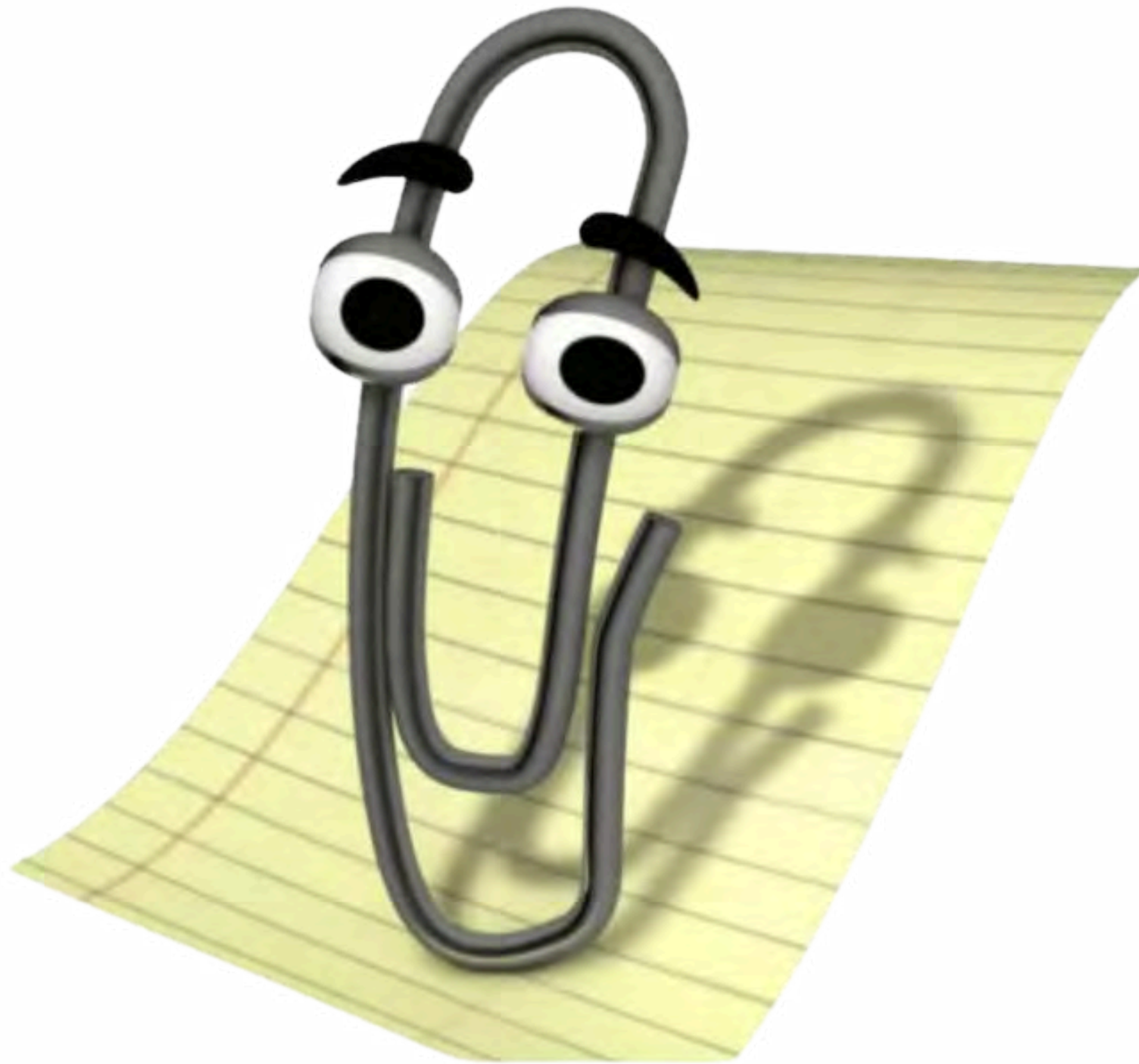


# The Elephant in the room

**Artificial Intelligence**







# Remember Clippy?

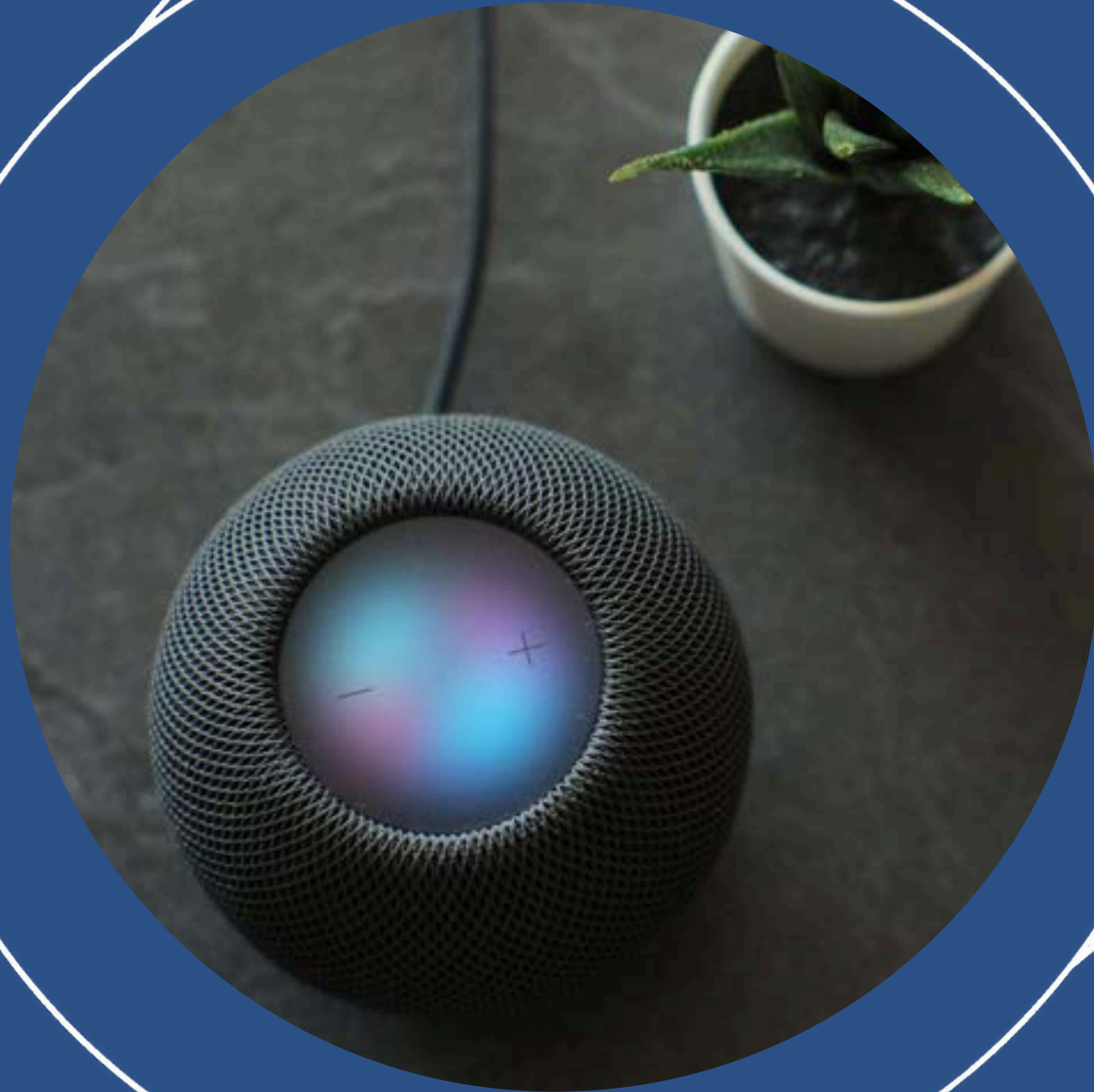
Microsoft's Office Assistant in the 1980s-90s



# Examples of AI in everyday life:

---

- Virtual assistants like Siri, Alexa, and Google Assistant & smart speakers.



# Examples of AI in everyday life:

---

- Virtual assistants like Siri, Alexa, and Google Assistant & smart speakers.
- **Recommendation systems to improve your shopping experience.**





# Examples of AI in everyday life:

- Virtual assistants like Siri, Alexa, and Google Assistant & smart speakers.
- Recommendation systems to improve your shopping experience.
- **Biometric technologies.**



# Examples of AI in everyday life:

---

- Virtual assistants like Siri, Alexa, and Google Assistant & smart speakers.
- Recommendation systems to improve your shopping experience.
- Biometric technologies.
- **Autonomous vehicles.**







# Examples of AI in everyday life:

---

- Virtual assistants like Siri, Alexa, and Google Assistant & smart speakers.
- Recommendation systems to improve your shopping experience.
- Biometric technologies.
- Autonomous vehicles.
- **Cybersecurity in banking/finance.**



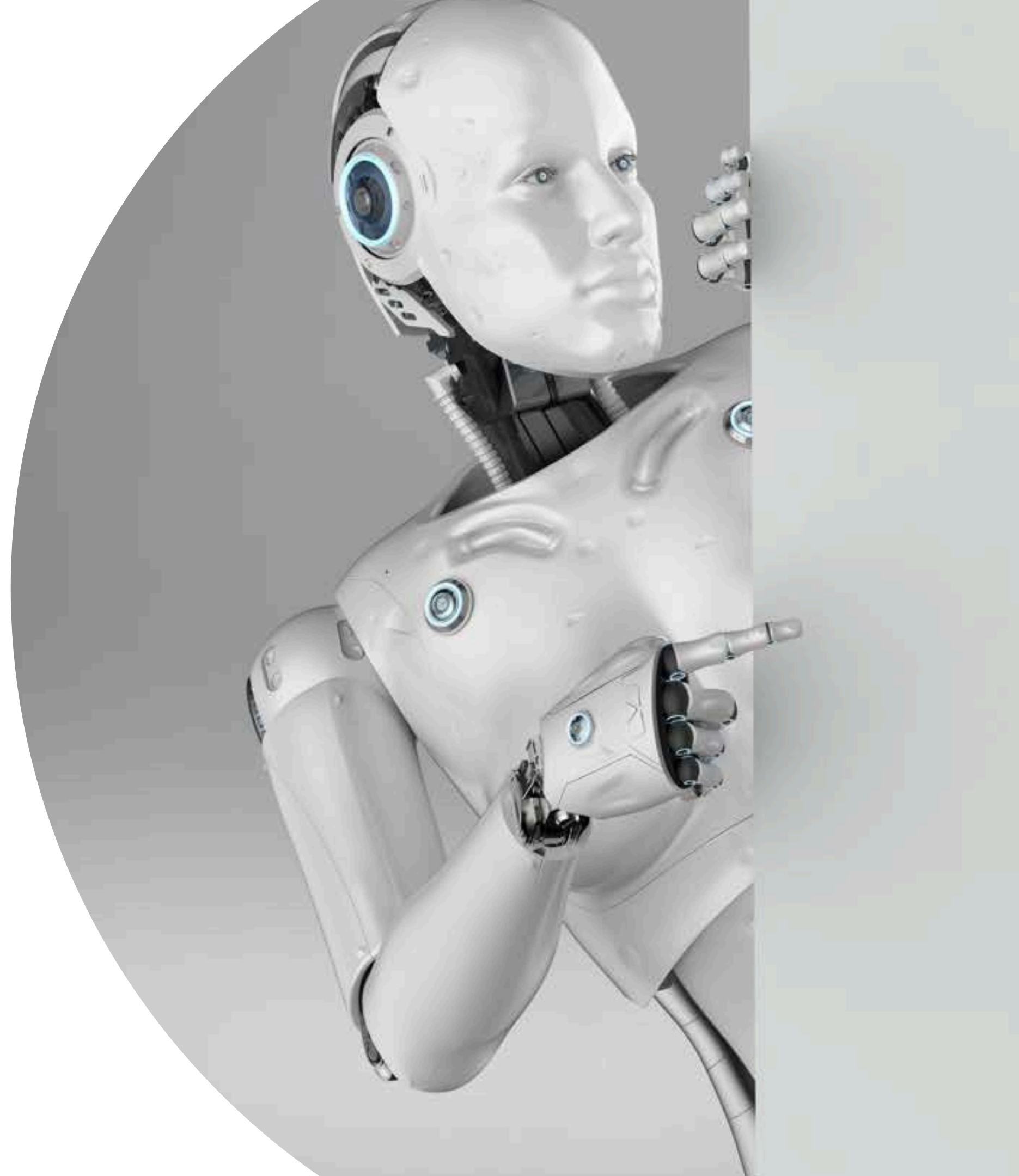
# Examples of AI in everyday life:

- Virtual assistants like Siri, Alexa, and Google Assistant & smart speakers.
- Recommendation systems to improve your shopping experience.
- Biometric technologies.
- Autonomous vehicles.
- Cybersecurity in banking/finance.
- **Smart home technologies.**



# AI Use Cases for Librarians

**The possibilities are  
growing exponentially**





# AI Use Cases for Librarians

Create (with Canva or  
Microsoft 365)  
presentations, PR content  
and more!

LEARN MORE



# AI Use Cases for Librarians

**Summarize articles and websites, create outlines & identify key takeaways**

LEARN MORE



Summarize this page

S

This 21-Year-Old Used A.I. to Decipher Text That Hasn't Been Read in 2,000 Years | Smithsonian

1. A computer science student, Luke Farritor, identify the first word "porphyras" on an unopened scroll from Herculaneum, a city buried by Mount Vesuvius.
2. The scrolls are so fragile that unrolling them caused significant damage, making this discovery a significant breakthrough.
3. The AI-based technique, known as "virtual unrolling," was developed by Brent Seales, a computer science professor at the University of Kentucky.

The \$40,000 prize was awarded to Farritor for his achievement, and a \$10,000 second-place prize was given to another student.

# AI Use Cases for Librarians

**Record meeting minutes  
([Otter.ai](#) | [Zoom](#))**

## Introducing Meeting

...r take meeting notes again. Get transcripts, au  
items, and chat with Otter to get answers f

[Start for Free](#)

**NEW**

### Otter AI Chat

otes and  
using

Get answers and generate content  
like emails and status updates, using  
the power of Otter AI Chat across  
your meetings.

# AI Use Cases for Librarians

**Transcribe text, including  
handwriting, from images or  
other artifacts...**

- [AI decipheres ancient scroll](#)

LEARN MORE



# AI Use Cases for Librarians

Create metadata for digitization projects ([BS's experiment with metadata creation](#))

LEARN MORE

## AI Transcription of Historical Documents

The purpose of this document is to demonstrate the strengths and weaknesses of AI in transcribing handwritten documents from the 1800's. This paper includes a list of test cases and a conclusion.

[Test One: Converting a Handwritten Page of Baptism Records into a Table of Baptisms](#)

[Test Two: Transcribing Handwriting from ~1840](#)

[Test Three: Translating Handwriting in Finnish to English](#)

[Test Four: Earlier Handwriting from Letters in Poor Condition](#)

[Conclusion](#)

Test One: Converting a Handwritten Page of Baptism Records into a Table of Baptisms

Skills required included reading handwritten script





# Technology

**Technology is ubiquitous but not universally accessible**



# Paying bills online

**Requires internet connection  
and some tech savvy**



# Ordering medications online

**Requires internet and constant vigilance to monitor medications**





# Filing taxes

**Requires internet and tech  
savvy**



# Completing an online job application

**Requires internet**



# Deciding whether to cut the cable

**Lots of choices but hard to  
choose, and streaming requires  
internet**



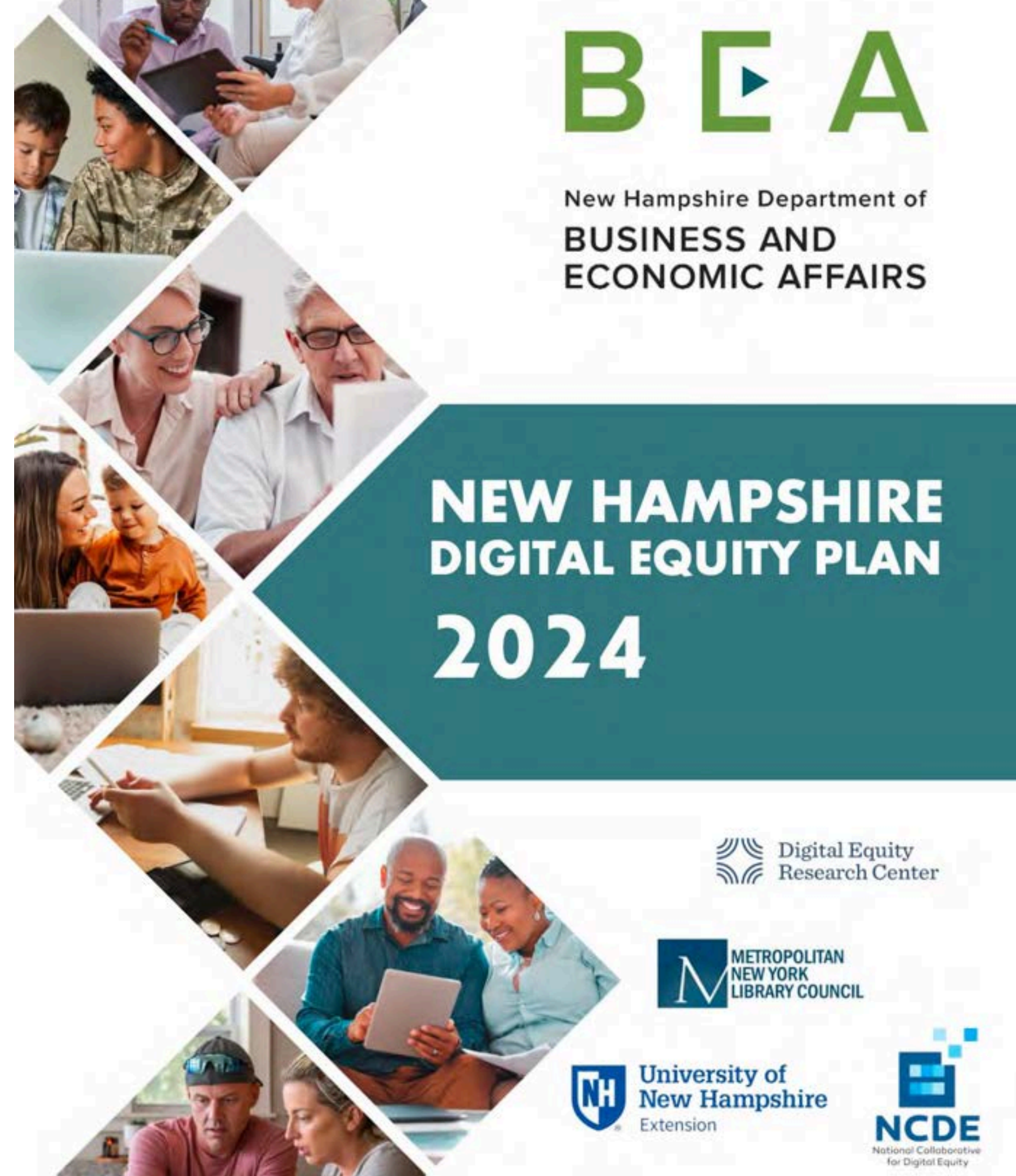


# Digital Equity

## Bridging the digital divide

Digital Equity Plan ([NHDigitalEquity.org](https://NHDigitalEquity.org))

Local libraries throughout the state offer a range of digital programs to their patrons, free of charge. Small, rural libraries might have several networked desktop computers available, while better-resourced libraries may offer digital navigators, free classes on a variety of topics aimed at increasing digital literacy, and even devices available for loan off-premises. Public libraries and the New Hampshire State Library and K12 schools are just some of the many Community Anchor Institutions that currently play a role in providing opportunities for low-income and rural residents to access online resources.”—DEP





# Librarians as Digital “Navigators”

## Providing the resources

- Tech support
- Tech classes
- Tech tools
- Trained library staff





A close-up of a white robotic arm in a factory setting. The arm is positioned in the center, with its joints and mechanical components visible. In the background, there are blurred industrial structures and lights. Numerous white papers or documents are shown in motion, appearing to fly through the air around the robot, creating a sense of dynamic activity and chaos. The overall lighting is warm, with a mix of blue and orange tones.

# Technology

**Outpaces regulation and best practice--  
Just because we CAN doesn't mean we  
SHOULD.**

# Artificial Intelligence

**Regulation and best practice are still playing catching up**

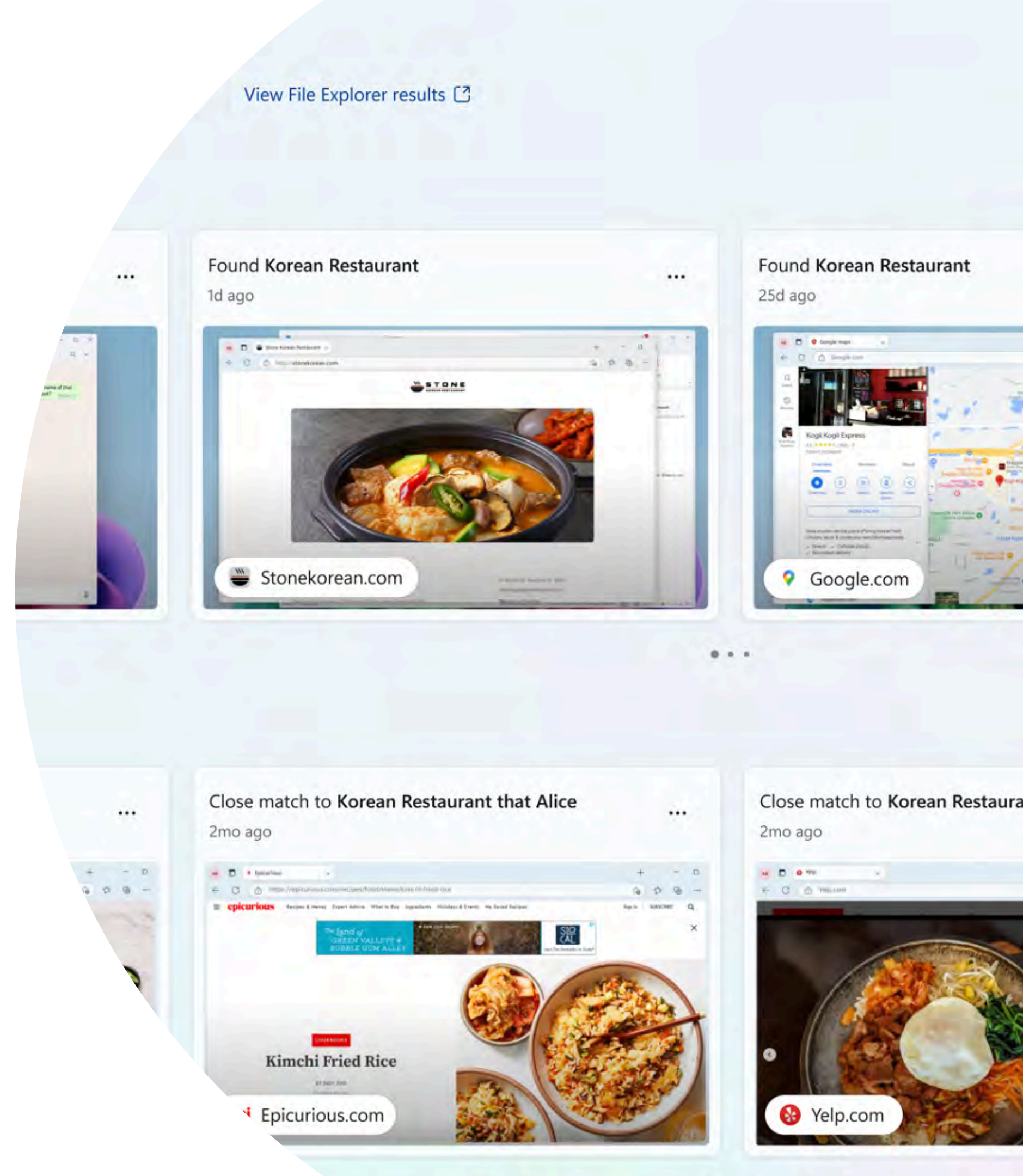
LEARN MORE





# Microsoft's Recall feature in Windows 11

LEARN MORE





# Biometrics

**Once captured, who now owns the digital data and what are they doing with it?**







# Technology

**Provides convenience, but also  
invites cyber risk**

Users remain the  
weakest link in the  
cybersecurity chain

**Users are a critical  
human firewall for cyber  
defense strategies**





# Mitigating the cyber risks

| **Engage in  
cybersecurity training**





# Mitigating the cyber risks

## Adopt Zero Trust (ZT) policy:

- Assumes not “if,” but “when” for cyber attacks
- Uses principle of least privilege for access, assuming that everyone on network is suspect
- Uses network segmentation

LEARN MORE





# Mitigating the cyber risks

**Use a password  
manager**

LEARN MORE

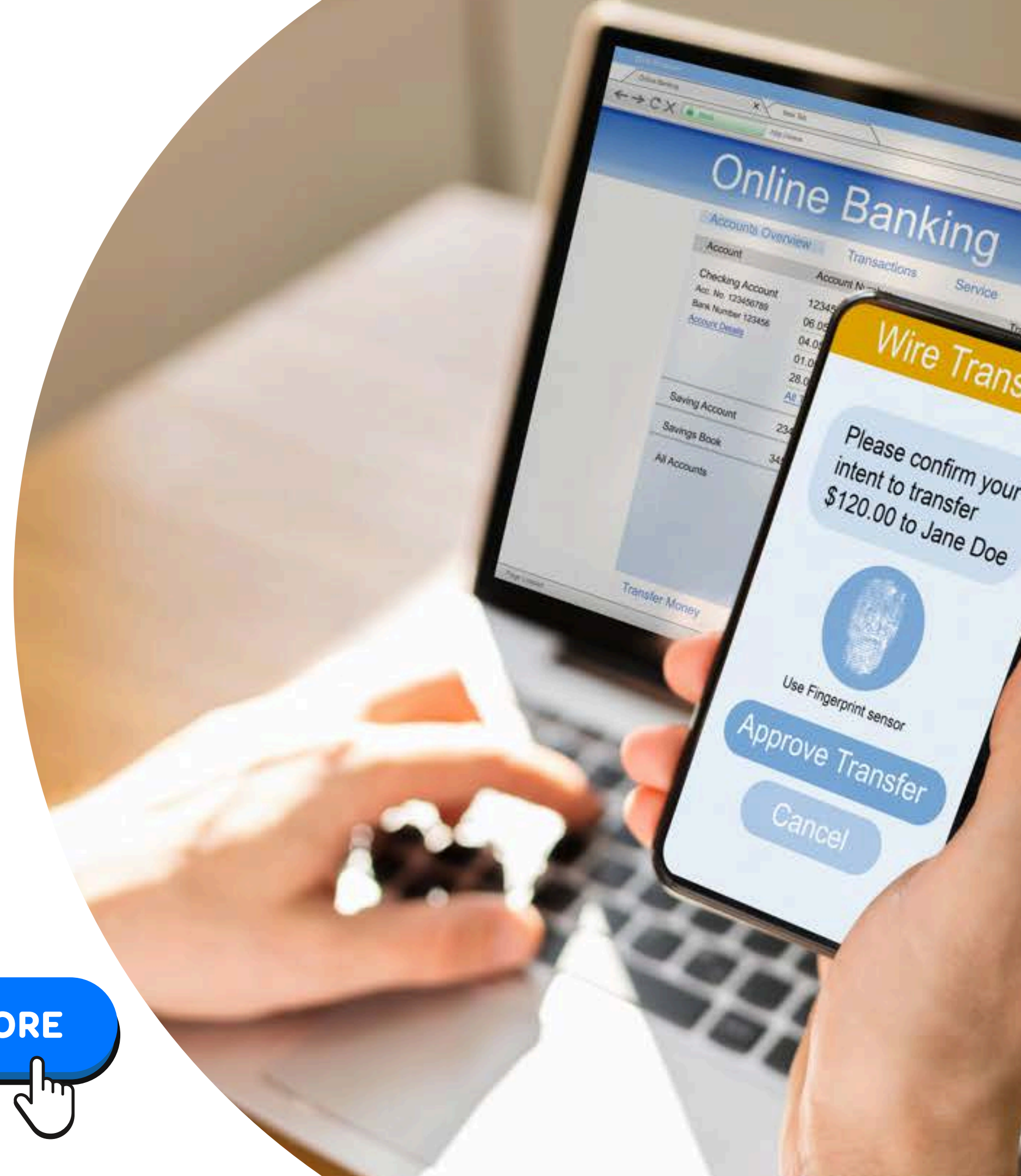




# Mitigating the cyber risks

**Use multifactor authentication (MFA)**

LEARN MORE





# Mitigating the cyber risks

**Update Firmware,  
Software, Hardware**





# Mitigating the cyber risks

**Use a network security  
appliance**

LEARN MORE





# Mitigating the cyber risks

**Create an incident  
response plan**

LEARN MORE





# Mitigating the cyber risks

- Use off-site, encrypted  
backups**







WHAT  
ELSE?





# Library of Things (LoTs)

**More than books—Why buy when you can borrow, or try before you buy!**

---

**Metal detectors**  
**WiFi hotspots**  
**Video gaming devices**  
**VR/AR headsets**  
**Trail cams**  
**Telescopes**  
**Laptops/Tablets**  
**Yard games**  
**Optical Drives**



**LEARN MORE**





# Preparing for the Future

## What to do now:

---

- Encourage staff to experiment and explore new technologies
- Provide policies and guidelines that protect patron PII and checkout data
- Educate the community on positive and negative implications of new technologies
- Identify locally-held historical information for digitization



# Remember...

---

**Technology saves  
time, provides  
efficiencies, and  
facilitates access**

**Technology is  
ubiquitous but not  
universally  
accessible**

**Technology  
outpaces regulation  
and best practice**

**Technology provides  
convenience but also  
invites cyber risk**

**Technology gets  
better with use and  
experimentation**







# Links...

- <https://nhsl.libguides.com/emerging-tech/ai>
- <https://nhsl.libguides.com/home>
- <https://nhsl.libguides.com/learningpathways>
- <https://the-digital-librarian.com/2023/12/28/library-tech-trends-for-2024>
- <https://the-digital-librarian.com/2024/03/05/ai-in-libraries-notes-from-the-field>

# Contacts...

**Mark Glisson**  
**Assistant Director**  
**Hooksett Library**  
**31 Mount Saint Mary's Way**  
**Hooksett, NH 03106**  
**603.485.6092 | x107**  
**[mglisson@hooksettlibrary.org](mailto:mglisson@hooksettlibrary.org)**  
**[discover.hooksettlibrary.org](http://discover.hooksettlibrary.org)**

**Bobbi Lee Slossar**  
**Technology Resources Librarian**  
**New Hampshire State Library**  
**N.H. Department of Natural & Cultural Resources**  
**20 Park Street**  
**Concord, NH 03301**  
**603.271.2143**  
**[bobbi.l.slossar@dn-cr.nh.gov](mailto:bobbi.l.slossar@dn-cr.nh.gov)**  
**[dn-cr.nh.gov](http://dn-cr.nh.gov)**