

TIF meeting East meets West May 8, 2014

Discussion of Nassau Library System and how they handle IT (whether in house or consultant)

- there is an IT civil service title that is hired off a list
- not all positions fall under civil service
- Nassau uses Innovative Sierra

Discussion of Suffolk Library System and how they handle IT

Discussion of the differences between NLS and SCLS including ordering, ALICE (Print Management) and other consortium subscriptions and SAM (Patron ID System)

All internet for all the libraries in Nassau goes through ALICE which goes through NLS

- anything done outside of ALICE has to be approved by the ALICE Exec. Board
- ALICE is a closed network
- Some libraries power their wifi through Cablevision (Supplementary to ALICE)
 - Most libraries do their wifi with Cablevision but can be done with ALICE as well
 - A few libraries use FIOS (not available in all communities)

Bandwidth is an issue because of usage. So some libraries in Nassau have secondary connections for overage

Librarians and IT have really intermixed where many cross both titles

Discussion of IT vs. Librarians program at LILC Presented

Libraries on Long Island have to support all devices and services we bring and offer for those devices along with resources available from home

Lots of discussion regarding how librarians can help with IT and how IT can help librarians

Good idea for IT professionals to show librarians the server rack and how it works and what buttons to push and MORE IMPORTANTLY which ones to NOT TOUCH

IF there is one technology person who is the "go to" person, that person needs to impart their knowledge with other librarians

Staff training needs to be supplemented with playing with the device to learn how to use it

[linda.com](#) used by some libraries for training. Port Washington does it and has a questionnaire that staff must fill out to prove they did it

- it is a video tutorial for patrons and staff
- once you sign up it takes a couple of days before you get an access code
- Port Washington uses a proxy server so you login with a library card
- some libraries make video tutorials a requirement for reference librarians

There should be a core set of skills for all staff, like emailing with attachments etc.

There is a question of when will the training happen? Can't train some skills while servicing the patrons.

There was a discussion of how the Administration needs to think about "Corporate Culture" and how to manage IT with all the other things that go on for Administration

- delegation is important
- Make IT training a priority

Managing all devices is difficult but every person has some level of tech ability

Asking people about what they are good at, you can "ear mark" them for their skills

Remember it is a TEAM, not individual librarians working in a building

Use people for their talents and not their position

IT people need to know what librarians do and not hide in the server room

IT needs to have an understanding of the functions and services of the library

Librarians and Tech need to be a Jack of all trades but master of none

We are going to try to meet bi-county twice a year

Discussion of Maker Spaces and 3D printing

Merrick has a 3D printer and they do lots of programs and even Stony Brook University goes there to use the printer

- They have to institute a policy on usage because of the time it takes to make an item
- They have YA programs associated with it "3D print club"
- Merrick has 2 printers
- Schools are now has assignments associated with the 3D printers too
- Stony Brook students are making parts for robots and mazes
- as people find out about the printer, more people who are knowledgeable want to use them

Merrick's 3D printer is charged fifty cents per half hour just to cover cost of the supplies

3D Printer is part of a "Maker Space"

Half Hollow Hills just received a 3D printer

- they are going to do programs and individual use by appointment
- Files have to be approved by the board so nothing dangerous or inappropriate
- Heavily supervised

Heartbleed discussion

- Android Netflix was vulnerable

Maybe create a program on privacy (for patrons as an educational class)