**Technology Information Forum Meeting
March 3, 2016 @ Longwood Library**

The meeting was called to order at 10:05am by Chris DeCristofaro. The minutes from the February 4, 2016 meeting were approved after a motion from Anne Jones and seconded by Mary Miller. Chris then thanked Longwood Library for hosting the meeting in their newly expanded and renovated library.

Chris introduced the topic of Helping Patrons with Technology. Challenges facing staff, such as unknown devices, staffing issues, and types of problems patrons present, were discussed. Several suggestions were made:

* One on One sessions by appointment
	+ Have a form for patrons to describe problem
	+ Give list of information patron must have: passwords, type of device, etc.
	+ Set time limit
* Librarians/staff should have basic knowledge of devices
	+ Identify staff with knowledge of various devices and link them with appropriate appointments
* Teach a class on persistent subjects that affect many patrons
	+ Better use of staff time
	+ Offer One on One time after classes
* Go beyond library walls – Outreach
	+ For WiFi, hotspots can be borrowed from SCLS
* Think outside the box – one size does NOT fit all
* Try to keep up with new technology
* Hands-on staff training
	+ Have devices available to staff for demo/training

Mary Miller, Computer Services Dept. Head, spoke about the technical aspect of moving back to the building. She then conducted a tour of the library.

A round-table discussion followed, covering such topics as offering patrons the service of converting videotapes to CDs, circulating Nexis 7 tablets, Raspberry Pi 3 and Opacs, Office 365, and iBeacons.

The meeting was adjourned at 12:40pm. The next meeting will be held on April 7th, 9:30am coffee, 10am meeting, at the Hampton Library in Bridgehampton.

Respectfully submitted,
Barbara Schott